



FUNERAL INSURANCE

**COMBINED PRODUCT
DISCLOSURE STATEMENT &
FINANCIAL SERVICES GUIDE**

ABOUT THIS DOCUMENT

This combined Product Disclosure Statement (which includes the Policy Document) (PDS) and Financial Services Guide (FSG) is designed to help you decide whether to buy NRMA Funeral Insurance.

The information contained in this combined PDS and FSG is general information only and does not take into account your individual needs, objectives or financial situation. You should consider how appropriate the information and this product is with regard to your objectives, financial situation and needs before making a decision whether to acquire NRMA Funeral Insurance.

The PDS describes the main features and benefits of NRMA Funeral Insurance. The FSG contains important information about the services provided by the promoter, distributor and issuer of this product, the remuneration they receive, and external and internal dispute resolution services.

If you take out a Policy, please keep a copy of this document with your Policy Schedule in a safe place. Together, these documents and your application form the contract between the insurer and the Policy Owner. This document sets out all of the terms and conditions of the Policy and the Policy Schedule sets out your Policy details and any additional terms and conditions applicable to you. Please read this document and the Policy Schedule carefully to understand how your Policy operates and to ensure all of your details on the Policy Schedule are correct. These documents will be required in the event of a claim.

ABOUT THE PROMOTER

NRMA Funeral Insurance is promoted by IAL Life Pty Limited ABN 15 137 509 936 of 388 George Street, Sydney NSW 2000 (IAL Life). IAL Life is a subsidiary of Insurance Australia Limited ABN 11 000 016 722. NRMA Insurance is a trading name of Insurance Australia Limited.

IAL Life has been appointed as an Authorised Representative (Number 427847) of TAL Direct Pty Limited ABN 39 084 666 017 AFSL 243260 (TAL Direct) and is responsible for the general advice provided in the marketing material.

ABOUT THE DISTRIBUTOR

TAL Direct deals in and provides general advice for this product and is the Australian Financial Services Licensee responsible for the FSG and services provided. TAL Direct is related to TAL Life Limited ABN 70 050 109 450 AFSL 237848 of Level 16, 363 George Street, Sydney NSW 2000 (TAL Life) and is a subsidiary of TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483.

ABOUT THE ISSUER

TAL Life is the issuer of the funeral insurance Benefits outlined in this PDS. TAL Life is responsible for the entirety of the PDS and TAL Direct is responsible for the claims assessment and payments, ongoing administration and operation of this product relevant to the cover issued. Neither IAL Life, Insurance Australia Limited (or its related bodies corporate) nor any of their employees, agents or other representatives, guarantee, accept liability or are otherwise responsible for these products.

CHANGES TO THE PDS AND FSG

Information in this document that does not materially affect the cover terms and conditions may change from time to time. We may make such changes by amending the PDS or FSG and publishing an updated version on the website www.nrma.com.au. A printed copy of the information updated may also be obtained free of charge by contacting our Customer Service Centre on 1300 996 143.

IMPORTANT INFORMATION

The information in this combined PDS and FSG is current as at the date of issue. In this document, 'you' and 'your' refer to the Policy Owner or Life Insured as applicable.

'TAL', 'we', 'us' or 'our' refer to TAL Life Limited and TAL Direct Pty Limited as applicable. 'NRMA Insurance' refers to Insurance Australia Limited.

In this document some words and expressions have special meanings. They normally begin with capital letters and their meaning is explained in the Definitions section on page 29.

The Policy is subject to laws that apply within the state of New South Wales. The singular includes the plural and vice versa. Words of one gender include the other gender. Headings are only for convenience.

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PEACE OF MIND – FOR YOU NOW AND YOUR FAMILY LATER

Your funeral is a time for family and friends to say goodbye, not worry about finances. NRMA Funeral Insurance offers a plan that is both flexible and affordable to give you peace of mind now and provide financial help for your family later.

BE FINANCIALLY PREPARED – WHATEVER HAPPENS

You like to think you're in control of your future, but the truth is that life often throws unexpected challenges. And while we can't help you control the future, we can help to ensure that you're financially prepared, whatever happens. That's why NRMA Funeral Insurance was designed - with a range of flexible options and premiums that don't go up each year - so you and your family have access to cash when it's needed most.

PRODUCT DISCLOSURE STATEMENT: NRMA FUNERAL INSURANCE

WHY SHOULD YOU TAKE OUT FUNERAL INSURANCE?

Your funeral is a chance for friends and family to gather and say goodbye. Yet even the most modest funeral can cost over \$6,000*. NRMA Insurance is committed to offering flexible and affordable funeral insurance to help ensure your loved ones receive the financial assistance they need to cover your funeral costs and other expenses, so they're not out of pocket.

*Source: Paying for your funeral – moneysmart.gov.au

WHO CAN APPLY?

Australian Residents between the ages of 21 to 80 (up to 70 for Accelerated Payment – refer to page 18) can apply and are guaranteed to be accepted for Cover.

WHAT ARE THE BENEFITS?

Here's a snapshot of the benefits offered by NRMA Funeral Insurance

| | |
|---|---|
| Level premiums | Premiums will never increase (unless you make changes to your Policy) so you will always know exactly what you will be paying. |
| Fast cash when it's needed most | Funeral Cover payouts are usually made within 24 hours of us receiving completed claim requirements to make sure your family has quick access to cash to pay for immediate funeral expenses or outstanding bills. |
| Adequate Cover | With Funeral Cover up to \$15,000, Terminal Illness Cover up to \$15,000, Accidental Injury Cover and Extra Accidental Death Cover up to \$50,000, you can be confident knowing that you and your family will be covered. |
| Guaranteed Acceptance | No stressful health questions or medicals. Acceptance is guaranteed for Australian Residents of eligible age. |
| Flexible Options | A range of Optional Covers are available to give you extra peace of mind. Choose from Terminal Illness Cover, Accidental Injury Cover and Extra Accidental Death Cover. |
| Flexibility | Your family can choose how to use your payout - for funeral costs, small debts, hospital bills or any other final expenses. |
| Discount Family Cover | Cover your entire family under one policy and benefit from discounts for insuring multiple adults and low premium rates for your children. |
| Accidental Death Cover | Your Funeral Cover includes cover for Accidental Death the minute your application is accepted. Because of the financial impact an Accidental Death can have, your loved ones will receive a double payout – your Funeral Cover Benefit and the same amount again as an Accidental Death Benefit. This applies while your policy is current until you reach your Premium Limit (or at Policy Anniversary following your 90th birthday), at which time you will only be eligible for your Funeral Cover Benefit Amount in the event of Accidental Death. |
| NRMA Insurance Payment Promise | Once you have held and paid for NRMA Funeral Insurance for five years, your beneficiaries will be eligible for a partial payout once you pass away, even if your Policy is cancelled or has lapsed at the time of death. Payments range from 25% of your average Funeral Cover Benefit Amount for 5 years of cover to 75% for 15 years of cover. |
| NRMA Insurance Customer Discount | NRMA Insurance customers receive an exclusive 5% discount for the life of the Policy. |
| Complimentary Grief Counselling | Access to an independent professional Grief Counselling telephone service for your family. |

CREATING YOUR NRMA FUNERAL INSURANCE POLICY

1. CHOOSE HOW MUCH YOU'D LIKE TO BE COVERED FOR

Ultimately, the goal is to make sure your family has enough to cover funeral costs. You can get Cover for funeral expenses up to \$15,000 – simply choose the Funeral Cover amount that you need. A basic funeral can cost around \$6,000 and your family can use any extra cash to pay for outstanding bills or any other final expenses.

Do not forget that if your circumstances change, you always have the flexibility to adjust your Cover – just give us a call on 1300 996 143.

2. DECIDE WHO YOU WOULD LIKE TO INCLUDE IN YOUR POLICY

You never know what lies ahead for yourself or your loved ones, which is why your Policy allows you to add Cover for other adults or children under 21 years old. Everyone you add on to your Policy must have the same Funeral Cover Benefit amount.

When you Cover more than one adult, each adult receives a 15% discount off the Funeral Cover premium (this discount doesn't apply to the premium for Optional Covers).

3. CHOOSE ANY OPTIONAL COVERS

We know every customer has different needs, so we have a range of Optional Covers for you to choose from.

Choose from the available Optional Covers:

- ▶ Terminal Illness Cover
- ▶ Accidental Injury Cover
- ▶ Extra Accidental Death Cover.

See the Optional Covers section on page 10 for more detail.

4. CHOOSE WHO RECEIVES YOUR PAYOUT

You can nominate up to five people as Beneficiaries, and decide how much of the Benefit is given to each person. It's a safe way to make sure that your final wishes are respected.

5. CHOOSE WHEN YOU'D LIKE TO PAY YOUR PREMIUMS

We all get paid at different times of the month, so you can set up the payment of your premiums to suit your lifestyle and budget.

You can pay by direct debit or credit card on any working day you choose.

You can choose between paying:

- ▶ Fortnightly;
- ▶ Monthly;
- ▶ Quarterly; or
- ▶ Annually.

GET ONE MONTH FREE

If you choose to pay annually, you'll get one month free every year.

UNDERSTANDING YOUR NRMA FUNERAL INSURANCE POLICY

It's important to us that every customer fully understands their Policy. The following are answers to questions you might have and information you should know before taking out NRMA Funeral Insurance. If there is anything you are unsure of please call us on 1300 996 143.

WHAT OPTIONAL COVERS ARE AVAILABLE?

| Optional Cover | Benefit |
|-------------------------------------|---|
| Terminal Illness Cover | Get a lump sum early payout up to \$15,000 for a Terminal Illness likely to result in death within 12 months. We'll pay out the claim, in addition to the Funeral Cover as long as the condition was not diagnosed prior to or within 12 months of your Commencement Date. |
| Accidental Injury Cover | Get added financial support if you're out of action due to an Accidental Injury. You'll receive a fixed dollar payout of up to \$50,000, depending on the type of Injury. These include common Accidental Injuries such as broken bones, bed care confinement, burns and serious impairments such as paralysis and blindness (please see pages 36-39 for complete injury list). To make a claim a Registered Medical Practitioner will need to confirm the nature of your Accidental Injury and how it affects you. |
| Extra Accidental Death Cover | Your Funeral Cover already includes cover for Accidental Death the minute your application is accepted. However, if you'd like to be covered for more, you can choose to get up to \$50,000 Extra Accidental Death Cover. We'll pay out the claim for Extra Accidental Death Cover in addition to any double Accidental Death Benefit payable under your Funeral Insurance Cover if the resulting Accidental Death occurs within six months of the Accident. |

Acceptance for Optional Covers is guaranteed for Australian Residents aged 21 to 80. As long as you pay your premiums when due, you get coverage 24 hours a day worldwide. If you cancel any of the Optional Covers, premiums paid for these Benefits will not be refunded.

When you reach your Premium Limit, your Funeral Cover continues for free, however Premiums will continue to be payable for the Optional Covers. After age 90, your Funeral Cover continues for free but you will no longer be eligible for the Optional Covers. Premiums paid for Optional Covers do not contribute towards the Premium Limit for your Funeral Cover.

WHAT'S NOT COVERED BY MY NRMA FUNERAL INSURANCE POLICY?

There are some things that aren't covered under your Policy. Here's a list of exclusions that apply:

GENERAL EXCLUSIONS FOR FUNERAL COVER

For the first 12 months of your Funeral Insurance Policy, you are Covered for Accidental Death only. After that, you are Covered for any cause of death – with no exceptions.

EXCLUSIONS FOR OPTIONAL COVERS:

TERMINAL ILLNESS COVER

If you choose to add Terminal Illness Cover, please be aware that we won't pay a benefit where the Terminal Illness was diagnosed prior to, or within the first 12 months of:

- ▶ the Commencement Date of the Terminal Illness Cover in your Policy;
- ▶ the date you apply for an increase in the level of Terminal Illness Cover (but only in respect of the increased portion); or
- ▶ the date a Life Insured is added to the Policy (but only for that Life Insured in respect of Terminal Illness).

ACCIDENTAL INJURY COVER OR EXTRA ACCIDENTAL DEATH COVER

If you choose to add Accidental Injury Cover, please be aware that a Life Insured is not Covered in any of the following circumstances:

- ▶ an Accidental Injury, which occurred prior to the Commencement Date of your Policy;
- ▶ any intentional self-inflicted act (including attempted suicide); or
- ▶ any Injury directly brought about by any cause other than an Accident.

If you choose to add Extra Accidental Death Cover, please be aware that you are not covered in the event of actual or attempted intentional self-injury or suicide. Please see page 29 for the definition of Accidental Death.

For both Accidental Injury Cover and Extra Accidental Death Cover, please be aware that a Life Insured is not covered in any of the following circumstances:

- ▶ participation in any criminal or unlawful activity;
- ▶ being under the influence of alcohol (over the prescribed legal limit for driving a motor vehicle according to relevant state or territory limit) or any drug not prescribed by a Medical Practitioner and taken in the correct dosage;
- ▶ war, hostilities or war-like operations (whether war is declared or not), civil commotion, civil war or rebellion, but not terrorism, outside of Australia or New Zealand.

No Benefit will be payable if, at the time of the Accident or the event giving rise to a claim under the Policy for Accidental Injury Cover and Extra Accidental Death Cover, the Life Insured was carrying out the duties of a Dangerous Occupation.

Dangerous occupations are those occupations that involve an inherent degree of danger and increased risk, including, but not limited to, work and activities:

- ▶ at heights above 20 metres;
- ▶ underground or underwater, or working offshore;
- ▶ at speeds above 130 kilometres per hour, other than as a fare-paying passenger on commercial transportation;
- ▶ that involve the performance of stunts; or the handling of weapons, explosives, hazardous materials, chemicals or substances;
- ▶ in protective or custodial services; or while on active duty in the armed services;
- ▶ flying in an aircraft, except as a fare paying passenger on a commercial airline;
- ▶ in the sex or adult entertainment industry;
- ▶ undertaken professionally in any sport, including any sports involving the use of animals.

No Benefit will be payable if, at the time of the Accident or the event giving rise to a claim under the Policy for Accidental Injury Cover and Extra Accidental Death Cover, the Life Insured was participating in any Dangerous Pastime.

Dangerous Pastimes are those pastimes, sports and activities that involve an inherent degree of danger and increased risk, including but not limited to:

- ▶ engaging in or training for sporting activities or stunts that are undertaken professionally;
- ▶ engaging in or training for sporting activities involving animals or the use of weapons;
- ▶ boxing, competitive fighting, martial arts or combative sports of any kind;
- ▶ solo hang gliding, skydiving or parachuting;
- ▶ flying in an aircraft, except as a fare-paying passenger on a commercial airline;
- ▶ being at depths below 30 metres underground or underwater;
- ▶ speed racing or contests of any kind involving any type of motor vehicle, motor cycle, or power boat;

-
- ▶ the riding of trail, dirt, pit or motocross bikes; quad bike riding; or riding any other type of power-assisted off-road buggy, kart or other vehicle;
 - ▶ rock fishing, back-country skiing or snowboarding, extreme white-water canoeing or kayaking, mountain climbing, BASE (buildings, antennas, spans and earth) jumping, abseiling, canyoning, being at heights above 20 metres.

If you claim for two Accidental Injury events at the same time, we will only pay the claim for the highest Benefit. You can only make one claim per event, per year.

OTHER THINGS YOU NEED TO KNOW ABOUT YOUR NRMA FUNERAL INSURANCE POLICY

WHAT IF I PASS AWAY IN THE ACCIDENTAL DEATH PERIOD?

If you pass away as a result of an Accident during the Accidental Death period, you will be covered under this Policy. However, if you pass away from a non-Accidental Death within the first 12 months, your Benefit Amount will not be payable and we will refund all the premiums that you paid towards your Funeral Cover. Any premiums paid towards Optional Covers will not be refunded.

CAN I MAKE ALTERATIONS TO MY POLICY AFTER IT HAS STARTED?

We understand that situations can change, so you have the flexibility to make changes to your Policy after it has started. For example, you can add people to your Policy or remove existing people, change your Cover amount, add or remove Optional Covers, or change your billing information.

Remember, these changes may have an impact on your Policy. By adding people or Optional Covers to your Policy, or increasing your Cover amount, your premiums will go up accordingly.

CAN I INCREASE MY COVER?

Up to the relevant maximum Cover amounts, you can make increases to the Benefit Amount of your Funeral Cover, Terminal Illness Cover and the Extra Accidental Death Cover, and the premium will increase accordingly. The Accidental Injury Cover has a predetermined Benefit Amount that cannot be increased.

You may increase the Funeral Cover Amount and/or Terminal Illness Cover Amount for each Life Insured to a maximum of \$15,000 prior to the Life Insured reaching 80 years of age (age 70 for our Accelerated Payment option – refer to page 18). For Terminal Illness Cover, the Benefit Amount may not exceed the Funeral Cover Benefit Amount.

Any increase to the Funeral Cover Benefit Amount will be subject to the 12 month Accidental Death Period. This means the increased portion of the Benefit Amount will only be payable for Accidental Death, and no other cause of death, during this 12 month period.

Please note that any increase to your Funeral Cover Benefit Amount will result in an increase to your Premium Limit. However, it will not impact your Accumulated Premium which will stay the same.

For example, let's say your Accumulated Premium is \$4,000 for an \$8,000 Funeral Cover Benefit (with a Premium Limit of \$16,000) and you opt to increase your Funeral Cover Benefit to \$10,000. Your Accumulated Premium would remain at \$4,000, however your Premium Limit would increase from \$16,000 to \$20,000.

The maximum Funeral Cover Benefit that we can pay per Life Insured is \$15,000 even if you hold multiple Policies with us. The maximum Terminal Illness Benefit that we can pay for any Life Insured is \$15,000 and the Cover amount for this Benefit may not exceed the Funeral Cover Benefit. The maximum Extra Accidental Death Benefit that we can pay per Life Insured is \$50,000. The maximum Accidental Injury Benefit that we can pay per Life Insured is \$50,000.

CAN I REDUCE MY COVER?

You can reduce your Benefit Amount for Funeral Cover, Terminal Illness Cover and Extra Accidental Death Cover, and your premiums will decrease accordingly. The Accidental Injury Cover has a predetermined Benefit Amount that cannot be decreased.

You can reduce the Benefit Amount for Funeral Cover at any time, however the proportion of Accumulated Premium relative to the Premium Limit will remain the same before, and immediately after you make the change.

For example, let's say your Premium Limit is \$12,000 (where you have elected a Benefit Amount of \$6,000) and your Accumulated Premium is \$3,000 so far, which represents 25% of your Premium Limit. If you reduce your Benefit Amount to \$5,000, your Premium Limit will be reduced to \$10,000 and your Accumulated Premium will be adjusted by the same percentage as above. That is, your new Accumulated Premium will be 25% of your new Premium Limit i.e. \$2,500. Therefore, by reducing your Benefit Amount, you forfeit \$500 of Accumulated Premium.

WHAT HAPPENS IF I HAVE A CHILD TURNING 21 COVERED ON MY POLICY?

Funeral Insurance Cover for any child on your Policy will continue as an Adult Life Insured, on the Policy Anniversary after that child turns 21. At that time, we will let you know of any change in premium, and any other Benefits which may be available.

CAN I ADD MORE PEOPLE TO MY POLICY?

Your Funeral Insurance Policy can cover as many people as you like, subject to eligibility requirements on page 6. You can always add a new Life Insured to your Policy after the Commencement Date – an updated Policy Schedule listing the new Lives Insured will be mailed to you. Lives Insured added after the Commencement Date will be subject to an Accidental Death Period of 12 months from the Issue Date of the updated Policy Schedule.

If more than one Life Insured is covered under this Policy, a reference to a Life Insured means each respective Life Insured individually.

Please note that the 30 day Cooling Off Period applies only once when you first receive your Policy. You don't get any further Cooling Off Periods for additional Lives Insured.

HOW DO I MAKE A CLAIM?

A Funeral Insurance Policy helps take the financial difficulty out of what can be a very stressful time. That's why, if your loved ones need to make a claim, we've kept the process as straightforward as possible:

STEP 1.

Call us on 1300 996 143 and we will send you a claim form or go to nrma.com.au/funeral to download one. The sooner a claim is made, the sooner you or your loved ones can receive the financial assistance they need.

STEP 2.

Either you or your representative must complete the claim form and return it, together with any requested documents we need to validate the claim. Depending on the claim, we'll let you know what we need when you call us. For example, we may request birth and death certificates or evidence from a Medical Practitioner.

Once we've received the completed claim information and determined that the claim should be paid, your loved ones will receive the money fast. We generally pay out Funeral Cover within 24 hours of receiving completed claim requirements. Some Terminal Illness, Accidental Injury and Extra Accidental Death claims will take longer to assess, but we'll make sure we keep you informed throughout the process.

TERMINAL ILLNESS CLAIMS

For Terminal Illness claims, we'll need proof of the diagnosis of Terminal Illness which is expected to result in death within 12 months for the Life Insured for which the claim is being made, evidenced by (and not limited to):

- (a) appropriate evidence from a Medical Practitioner, including confirmatory investigations such as clinical, radiological, histological and laboratory evidence, and
- (b) evidence to our satisfaction that diagnosis of Terminal Illness occurred prior to death (where applicable) and was diagnosed more than 12 months after the commencement of this benefit or, where the Terminal Illness benefit has been increased, 12 months after the date of the increase.

ACCIDENTAL INJURY & ACCIDENTAL DEATH CLAIMS

For Accidental Death claims, we'll need proof of the accidental nature of the death or injury. This can include a certified copy of the Death Certificate, Medical Attendant's Certificate or Coroner's report (where relevant).

For Accidental Injury claims, we'll need proof of the injury for which the claim is being made. This can include (but is not limited to):

- (a) appropriate evidence from a Medical Practitioner, including confirmatory investigations such as clinical, radiological, histological and laboratory evidence, and
- (b) if the condition requires a surgical procedure to be performed, the procedure must be the usual treatment for the condition and be medically necessary.

WHEN DOES MY POLICY START AND END?

As long as you keep your premiums up to date and pay when due, you'll continue to be Covered. Funeral Cover has no specific end date. And remember, once the premiums you've paid reach your Premium Limit, you'll no longer have to make payments for your Funeral Cover, yet you'll still be Covered for the rest of your life. We'll let you know when you've reached your Premium Limit.

Your Policy starts at the Policy Commencement Date and ends on the first to occur of:

- ▶ cancellation for non-payment of premiums for that Life Insured;
- ▶ the death of the last remaining Adult Life Insured under the Policy;
- ▶ the date we receive a written request from the Policy Owner to cancel the Policy altogether.

If you choose to add Terminal Illness Cover, Accidental Injury Cover, or Extra Accidental Death Cover to your Policy, these Optional Covers will only be valid while premiums are up to date and will expire on the Policy Anniversary following your 90th birthday.

HOW ARE MY PREMIUMS CALCULATED?

Premiums are calculated separately for each Life Insured and are based on age, gender, level of Cover and any applicable discounts. Once covered, your premiums do not go up just because you get older.

The following table explains both your and our obligations relating to the payment of premiums under your Policy.

| Payment Plan | How it works | Premium Limit | Amendments |
|---|--|--|--|
| NRMA Funeral Insurance | <p>Premium stays the same throughout the life of your Policy (unless you make changes).</p> <p>Premium payments stop and Funeral Cover continues for free when the Accumulated Premium reaches the Premium Limit.</p> | <p>The premium you pay over the life of the Policy will be capped (Premium Limit) – so you pay no more than twice the Funeral Cover Benefit Amount (unless Cover is adjusted by you).</p> <p>This is applicable for Adult Lives Covered on Funeral Cover only. Premiums for Optional Covers do not contribute to your Premium Limit.</p> | <p>You can make changes to the following at any time:</p> <ul style="list-style-type: none"> • Benefit Amount • Lives Insured • Payment Plan <p>The cost of your Policy, Accumulated Premium and your Premium Limit may change as a result.</p> |
| NRMA Funeral Insurance – Accelerated Payment | <p>Premium stays the same throughout the life of your Policy (unless you make changes) and is higher than the regular NRMA Funeral Insurance option.</p> <p>Premium payments stop and Funeral Cover continues for free when the Accumulated Premium reaches the Premium Limit.</p> | <p>The premium you pay over the life of the Policy will be capped (Premium Limit) – so you pay no more than the Funeral Cover Benefit Amount (unless Cover is adjusted by you).</p> <p>This is applicable for Adult Lives Covered on Funeral Cover only. Premiums for Optional Covers do not contribute to your Premium Limit.</p> | <p>You can make changes to the following at any time:</p> <ul style="list-style-type: none"> • Benefit Amount • Lives Insured • Payment Plan <p>The cost of your Policy, Accumulated Premium and your Premium Limit may change as a result.</p> |

Please note that this is an insurance policy, not a savings plan, which means you may pay more in premiums than your Benefit Amount over the life of the Policy.

The total first year's premium, or the first instalment of that premium that you have to pay are shown in your Policy Schedule.

Funeral Cover is for life, so long as you pay your premiums when due. Once you reach your Premium Limit or on your Policy Anniversary following your 90th birthday, your Funeral Cover continues, free of charge.

Your premium will change as a result of any of the following events:

- ▶ your Benefit Amount is increased or decreased;
- ▶ you add or remove a Life Insured from your Policy;
- ▶ you change your premium frequency from yearly, then you will lose the annual premium payment discount;
- ▶ If you become eligible for the NRMA Insurance Customer Discount;
- ▶ If you add or remove an Optional Cover.

If your Policy has more than one Adult Life Insured and Cover ends as a result of the death or the removal of one or more of the Lives Insured, leaving a single Life Insured on the Policy, the discount for multiple Adult Lives Insured will no longer apply.

During claim assessment for any of the Optional Covers, you will still need to pay premiums for the Funeral Cover and any other Optional Covers.

All payments in connection with this Policy must be made in Australian currency.

ACCUMULATED PREMIUM AND PREMIUM LIMITS

The Accumulated Premium only relates to premiums paid for the Funeral Cover of each Adult Life Insured. This means that premiums paid for any child Life Insured do not contribute to Accumulated Premium of any other Life Insured Covered on your Policy. Similarly, premiums paid for Optional Covers do not contribute to the Accumulated Premium of that Life Insured.

The Premium Limit is the amount which, when reached by the Accumulated Premium, will cause premium payments to cease in respect of the Funeral Cover Benefit for a Life Insured. For NRMA Funeral Insurance, the Premium Limit is twice the Funeral Cover Benefit Amount. If the Accelerated Payment option has been selected the Premium Limit is equal to the Funeral Cover Benefit Amount. Accumulated Premium is not transferable between Lives Insured.

Each Adult Life Insured on your Policy has their own Accumulated Premium and Premium Limit. This means that even if a Life Insured has reached his or her individual Premium Limit, there may be other Lives Insured on the Policy for whom premiums will continue to be payable.

CAN I CHANGE MY PAYMENT PLAN?

You can change your Payment Plan at any time, subject to the following conditions:

- ▶ if you change your Payment Plan, your Accumulated Premium will be reset to zero, unless you revoke the change on the same business day, or
- ▶ if you have changed Payment Plans, only the premiums paid after the effective date of the change will be counted towards your Premium Limit.

WHEN DO I HAVE TO PAY?

Your premium is due at the frequency you chose when creating your NRMA Funeral Insurance Policy. The specific payment dates for the coming year are outlined in your Policy Schedule which will be mailed to you at each Policy Anniversary.

You can change the frequency of premium payments at any time. An updated Premium Schedule will be mailed to you for your records.

If you are paying by direct debit or credit card, the premium will be deducted from the account that you have authorised us to debit, on the agreed date and frequency. If a debit cannot be made due to a weekend or public holiday, the deduction will be made on the next business day. If we are unable to debit on the agreed date due to insufficient funds we will, subject to the relevant debit authority, attempt to debit again.

WHAT HAPPENS IF I STOP PAYING MY PREMIUMS?

If you don't pay the premium when due, or we can't deduct the premium from your account, then the following conditions apply:

- ▶ if the unpaid premium is the first premium, the Policy will be cancelled and be treated as if it had not operated at all, or
- ▶ if the unpaid premium is a premium other than the first premium, you will get 30 days from the due date to make this payment. If we have not received payment by this time, we will send you a notice telling you that we will cancel your Policy if the premium then due is not paid within 28 days of the date shown in the notice. If you do not pay the premium by that date we will cancel the Policy and the insurance Cover stops.

No benefits will be paid if your Policy is cancelled.

If the NRMA Insurance Payment Promise applies to your Policy, your Funeral Cover will not end, but will be reduced proportionally in line with the schedule of NRMA Insurance Payment Promise percentages. See page 23 for full details of the NRMA Insurance Payment Promise.

Your Cover only continues while premiums are paid when due. If you stop paying, your Cover will end. As NRMA Funeral Insurance is an insurance Policy, not a savings plan, it works in the same way as other insurance, such as car insurance. If you stop paying or cancel outside of the first 30 days, there will be no refund of any of the money you've paid in premiums.

Of course, we understand that today's financial demands can be tough, so if you're having trouble paying, please contact us immediately to talk it over. We may be able to provide an alternative that better suits your budget, so you can maintain peace of mind knowing your family will have quick access to funds when they need it most.

WHAT'S A NOMINATED BENEFICIARY?

If you are the sole Life Insured and Policy Owner under this Policy, you can nominate one or more people (up to five) to receive the Funeral Cover Benefit and Extra Accidental Death Cover Benefit payable under this Policy. They are called the Beneficiary/ies. A Beneficiary can be a Life Insured or a third party. If there are one or more Beneficiaries under this Policy:

- (a) this will be indicated on your Policy Schedule, and
- (b) the Beneficiary will receive the proceeds of this Policy in the proportions indicated on your Policy Schedule if a claim is paid by us.

If no nomination has been made, the proceeds will be paid to the Policy Owner or the Policy Owner's estate.

Benefits for Terminal Illness Cover and Accidental Injury Cover will be paid to the Life Insured for whom the claim was made. In the event of the death of a child Life Insured, the benefit will be paid to the Policy Owner.

Any nomination is binding on us. However, you may revoke or change a nomination at any time. Any nomination, revocation or change in the details of a Beneficiary has no effect unless we have issued a written confirmation to you.

REINSTATEMENT

If your Policy lapses, we are able to reinstate it within 3 months after the unpaid amount becomes due. Reinstatement is at our sole discretion, based on, but not limited to, the following:

- ▶ outstanding premiums will need to be paid before a Policy can be reinstated;
- ▶ reinstatement may be in the form of a new Policy, with a new Policy number and contract conditions. If applicable, any NRMA Insurance Payment Promise Value which has accrued will remain in place on the lapsed Policy until claimed and the Accumulated Premium for the new Policy will start at zero.

WILL MY PREMIUMS GO UP?

We understand how important it is for your Funeral Cover to fit within your budget. With our Level Premiums, you can rest assured that the premium you pay when you first take out your Funeral Insurance will stay the same throughout the life of your Policy. Your premium will only go up if you later add Optional Covers, add more people to your Policy or increase the Cover amount.

If you miss a payment and your Cover lapses and you take out new Cover, your new Cover will be repriced at the time it starts again. Unless you've reached your Premium Limit, you'll pay for your Funeral Cover until you reach age 90, and after that, your Funeral Cover continues for free.

ARE MY PREMIUMS TAX DEDUCTIBLE?

Generally, the premiums paid will not be tax deductible nor will the Benefits be assessable for income tax purposes. The taxation information in this PDS is based on the continuation of present laws and their current interpretation and is a general statement only. For comprehensive advice regarding taxation please contact your registered accountant or the Australian Taxation Office.

WHEN WILL MY PREMIUMS STOP?

Your premium payments for the Funeral Cover of each Life Insured will stop at the earliest of:

- ▶ the Policy Anniversary after the Life Insured turns 90; or
- ▶ the point when the Accumulated Premium for a Life Insured equals the Premium Limit for that Life Insured.

In both of the above cases, Funeral Cover will continue free for life for that Life Insured.

Please note that premiums for Optional Covers are independent of premiums for Funeral Cover and are payable until the Policy Anniversary after the Life Insured turns 90. After age 90, eligibility for all Optional Covers ends.

WHAT IS THE NRMA INSURANCE PAYMENT PROMISE AND HOW DOES IT WORK?

If the NRMA Insurance Payment Promise is applicable on a Policy, after that Policy has been Active for five years or more, it will remain eligible for a partial payout until a claim is made. This means that even if you cancel your Policy or your Policy lapses, a portion of your Funeral Cover can still be paid at the time of a claim. The proportion that will be payable is based on how long the respective Life Insured's Funeral Cover was continuously Active.

The following percentages refer to the average Funeral Cover amount that would be payable at the time of your death:

| Number of years continuously Active from Cover commencement | % average Funeral Insurance Benefit amount payable on death |
|---|---|
| Less than 5 | 0% |
| 5-9 | 25% |
| 10-14 | 50% |
| 15+ | 75% |

If you'd like to get full Cover again, please contact us about taking out a new Policy. Please note that if you have opted out of the NRMA Insurance Payment Promise, no portion will be payable if your Cover is cancelled at any time. The NRMA Insurance Payment Promise is applicable only to Adult Lives Insured and does not apply for any Optional Covers or child Lives Insured.

PRIVACY

Personal and sensitive information is collected from you or about you to enable TAL and NRMA Insurance to provide their products and / or related services to you. Further information may be requested from you at a later time, such as if you want to make alterations to your Policy or at claim time when financial and health information may need to be collected about you to process the claim. We rely on the accuracy of the information you provide. If you think that we hold information about you that is incorrect, please let us know using the communication methods below.

The way in which we collect, use and disclose your personal information is set out in the respective privacy policies of the providers of this product and / or related services and is available free of charge on request or at:

www.tal.com.au or call 1300 996 143

www.nrma.com.au or call 132 132

The privacy policies contain details about the following:

- ▶ the kinds of personal information that may be collected and held;
- ▶ how that personal information may be collected and held;
- ▶ the purposes for which that personal information may be collected, held and used;
- ▶ circumstances in which that personal information may be disclosed;
- ▶ how customers may access personal information about them and how they can correct that information; and
- ▶ how customers' complaints regarding privacy issues will be dealt with.

If you do not supply the required information, we may not be able to provide our products and / or related services to you or pay your claim.

In processing and administering your policy (including at the time of claim) your personal information may need to be disclosed to TAL, NRMA Insurance and other entities including the following: your employer, general practitioners or health professionals (to verify any health information you may provide), your (or your employer's, if relevant) financial advisor, other related entities or partner organisations (including companies based overseas - further details of those countries are set out in the respective privacy policies of TAL and NRMA Insurance), organisations to whom we outsource our mailing, administration and information technology, Government and regulatory agencies (if required or if authorised to do so), or any person acting on your behalf such as a lawyer or accountant.

The website of the Privacy Commissioner which is available at www.oaic.gov.au is a useful source of additional information about both the privacy rights of individuals and the privacy laws imposed on organisations such as ours. This website also contains sensible steps that individuals can take to protect their information when dealing with organisations and when using modern technology. We take no responsibility for the contents of this Government run website.

HOW WE MANAGE COMPLAINTS

If you have any questions regarding privacy related matters, about how we manage your information or a complaint relating to privacy or your policy more generally please contact us using the contact details below.

In the event you have a complaint, please call us on 1300 996 143 and ask to talk to the complaints officer, or write to us at:

Complaints Officer
NRMA Insurance
Reply Paid 72,
Carlton South VIC 3053

We rely on the accuracy of the information you provide. If you think that we hold information about you that is incorrect, please let us know using the communication methods above.

If we can't resolve your complaint to your satisfaction, you may then contact the Financial Ombudsman Service (FOS), which is an independent complaints resolution body, on 1800 367 287 or by writing to:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001

The service provided by FOS is free. Different terms of reference are applied by FOS depending on whether your complaint relates to a life insurance product or a general insurance product. Please refer to FOS for details. For more information about this service, visit fos.org.au

SURRENDER VALUE

Your Policy does not contain a surrender value or cash value, and no premiums or refunds will be payable to the Policy Owner or Lives Insured in the event of Policy cancellation, except within the 30 day Cooling Off Period.

STATUTORY FUND

The assets of TAL's Statutory Fund Number 1 will alone be liable for the payment of the Benefits under a Policy. You have no rights to the assets of TAL or any other TAL statutory fund.

MISSTATEMENT OF AGE

Proof of age must be provided using a birth certificate, passport or drivers licence. If the age of the Life Insured has been understated on the application for this Policy, then the Benefit payable in respect of a Life Insured will be recalculated based on the Benefit that the premium would have purchased if the correct age had been provided. If the age of the Life Insured has been overstated we will refund any excess premium paid. Where the terms and conditions of a Benefit vary by the age of the Life Insured or Lives Insured who are children (under the age of 21), the correct age of the Life Insured or the child, if applicable, will be used to determine whether a Benefit is payable.

FRAUDULENT CLAIMS

We will refer any suspected fraudulent claims or illegal activity to the relevant law enforcement authorities and will, to the extent permissible by law, seek to recover any monies paid, expenses or damages incurred in obtaining such evidence as may be required to protect our rights. We are able to cancel your Policy if you make a fraudulent claim.

OPT-OUT

Personal information is shared between the organisations which provide these insurance products. From time to time we may use your personal information for the purpose of marketing our products and services, together with the products and services of third parties that we think may be of interest to you. If you do not want us to use or disclose your personal information for these marketing purposes, or if you don't want to receive marketing communications, or would like to nominate your preferred days and times for receiving marketing phone calls please email us at contact@nrmlife.com.au or call us on 1300 996 143.

PAYING BY DIRECT DEBIT

When we issue your policy, we will also give you a complete copy of the Direct Debit Request Service Agreement. You should read the Agreement carefully, since it explains your rights and obligations if you decide to pay your insurance premiums by direct debit. This section summarises that Agreement.

When you complete your bank details and sign the authority, you are authorising us to debit your insurance premiums from the bank account you nominate. Your authority will be kept confidential at all times. If your premium cannot be paid (if there's not enough money in your account, for example) your bank may dishonour that payment, in which case your policy may lapse and all cover will cease (excepting any cover applicable as a result of the NRMA Insurance Payment Promise).

We sometimes update the Agreement. If the changes are not disadvantageous to you, we will simply put the latest version on our website. You can also contact us and ask for a free paper copy at any time. If the changes could disadvantage you, we'll write to you personally and explain them in detail.

If you need to change your direct debit authority or you're concerned by any aspect of it, please call us.

RISKS

There are risks involved with taking out insurance that you should be aware of. These include:

- ▶ you may not select the right insurance product and Cover level for your needs;
- ▶ it is possible to pay more in premiums than you are Covered for;
- ▶ if you are replacing another insurance contract, you should consider the terms and conditions of each insurance contract before deciding to make the change; and
- ▶ our policies do not contain a savings or investment component, which means that if you cancel your Policy after the 30 day cooling off period, you will not receive your money back.

You should consider if the Policy meets your needs both now and in the future. You may need to seek assistance from a financial adviser to assist you to determine if the terms are consistent with your objectives, financial situation and needs.

STILL HAVE QUESTIONS?

If there's anything at all you still want to know or discuss in regards to NRMA Funeral Insurance, please contact us on 1300 996 143. There's absolutely no obligation to purchase a Policy.

NRMA FUNERAL INSURANCE DEFINITIONS

Accident means an event where injury is caused solely and directly by violent, external and visible means.

Accidental Death means a death as a result of physical Injury (or within 6 months of the physical injury leading to the Life Insured's death) caused solely and directly by violent, external and visible means, while Cover is in force. It does not include death arising from:

- ▶ actual or attempted intentional self-injury or suicide;
- ▶ sickness, medical or surgical treatment; or
- ▶ the taking of intoxicating liquor or drugs other than those prescribed for the Life Insured and taken in the correct dosage.

Accidental Death Period means the period of time that the Life Insured is Covered for Accidental Death only under the Funeral Insurance Benefit. The Accidental Death Period begins at the Commencement Date of the Funeral Cover, or the effective date of any increase to the Benefit Amount in relation to the increased amount and runs for 12 months.

Accidental Injury means a new physical injury caused solely and directly by violent, external and visible means, resulting in serious incapacity as confirmed by a registered Medical Practitioner, while Cover is in force. It does not include the exacerbation of a previous injury, or injury arising from:

- ▶ actual or attempted intentional self-injury or suicide;
- ▶ sickness, medical or surgical treatment;
- ▶ the taking of intoxicating liquor or drugs other than those prescribed for the Life Insured and taken in the correct dosage.

Accidental Injury Event means the specific Injury sustained by a Life Insured that is Covered by Accidental Injury Cover as outlined on pages 36-39 of this document.

Accelerated Payment is a Payment Plan available whereby Level Premiums for the Policy are payable and the Premium Limit is equal to the Benefit Amount for the Funeral Insurance Benefit.

Accumulated Premium means the amount which is compared against the Premium Limit for the purpose of determining whether Funeral Cover premiums for a Life Insured cease to be payable. It is determined as the sum of each Adult Life Insured's Funeral Cover premiums paid by you to us over time, net of any refunds and adjusted for any decreases or changes to the Payment Plan, where applicable. The premiums paid for the Terminal Illness Cover, Accidental Injury Cover and Extra Accidental Death Cover are not included in the Accumulated Premium.

Active, in respect of a Benefit for a Life Insured, means that Benefit is in force and premium payments have not ceased.

Adult means an adult person aged 21 or over.

Australian Resident means an Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia who has received the PDS in Australia.

Beneficiary means the person/s, institution or estate selected by you to receive, in the proportion nominated, the Benefit Amount payout in the event of your death.

Benefit or Benefit Amount means the amount payable for a Covered event (for example, the death of the Life Insured) subject to the terms of Cover outlined in this document and as specified on the Policy Schedule.

Commencement Date means the date on which your Policy starts. Where we have agreed to add additional Lives Insured to the Policy after the Commencement Date, the Commencement Date of any such additional Life Insured will be deemed to be the Issue Date of the Policy Schedule we send to you confirming the addition of that Life Insured.

Cooling Off Period is the 30 days immediately following the Commencement Date of your policy, in which you are entitled to a full refund if you decide to cancel your policy. If you cancel outside of the Cooling Off Period, you won't receive your money back.

Cover or Covered refers to the circumstances in which a Benefit Amount is payable in accordance with this document. The Cover your Policy provides is shown in your Policy Schedule.

Extra Accidental Death Cover is an additional Benefit which if taken out is payable in the event of the Accidental Death of a Life Insured to an amount shown on the Policy Schedule.

Funeral Cover is life insurance providing a lump sum payable in the event of the death of a Life Insured.

Grief Counselling is available following the death of a loved one. Three sessions are available free of charge to one immediate family member of the deceased Life Insured and must be accessed within 12 months of death.

Immediate Family Member means a spouse, de facto, partner (same or opposite gender), child, grandchild, parent, grandparent, sibling, aunt, uncle, cousin, niece or nephew.

Injury means an accidental bodily injury suffered by the Life Insured after the Commencement Date or in the case of an increase to a Benefit, after the commencement of the increase. The Injury must be caused directly and solely by an Accident.

Issue Date means the date on which a new Policy Schedule is issued due to changes made to your Policy. This is the date from which you are able to claim against the Policy for Lives Insured or additional Benefits added after the Commencement Date.

Level Premiums are calculated for each Life Insured based on age and gender at the Commencement Date and will not go up each year just because the Life Insured gets older.

Life Insured or Lives Insured means a person or persons that we have agreed in writing to insure under this Policy as stated in the Policy Schedule.

NRMA Insurance Payment Promise if applicable and shown on your Policy Schedule, means that, where the Funeral Cover Benefit for a Life Insured is cancelled or lapses after a 5 year qualifying period, the NRMA Insurance Payment Promise Value is payable if the Life Insured dies at any time thereafter. If the NRMA Insurance Payment Promise Value is paid, no additional Benefits will be payable in respect of that Life Insured.

NRMA Insurance Payment Promise Value means the amount payable at the time of a claim, being a percentage of the average sum insured of the Funeral Cover Benefit for that Life Insured over the period that the Funeral Cover Benefit was Active. The schedule of percentages payable is shown on the next page.

| Number of years continuously Active from Cover commencement | % average Funeral Insurance Benefit amount payable on death |
|---|---|
| Less than 5 | 0% |
| 5-9 | 25% |
| 10-14 | 50% |
| 15+ | 75% |

Medical Practitioner means a person who is registered as a Medical Practitioner in Australia, other than:

- ▶ you or the Life Insured; or
- ▶ a business partner of you or the Life Insured; or
- ▶ an Immediate Family Member of you or the Life Insured.

If practising other than in Australia, the Medical Practitioner must be approved by us and have qualifications equivalent to Australian standards.

NOTE: Chiropractors, physiotherapists and alternative therapy providers are not considered Medical Practitioners unless also registered to practise medicine in Australia.

Optional Covers means Terminal Illness Cover, Accidental Injury Cover and Extra Accidental Death Cover, as described in this document and applicable where shown on the Policy Schedule.

Payment Plan means the payment option selected by you as set out in the Policy Schedule – refer to ‘How are my premiums calculated?’ on page 18.

Policy/Policy Document means the legal contract between the Policy Owner and us. This document, the application, the Policy Schedule and any special conditions or endorsements make up the Policy.

Policy Anniversary means each anniversary of the Commencement Date.

Policy Conditions means the Policy terms and conditions as set out in this document.

Policy Owner means the person/s shown in the Policy Schedule as the person/s to whom the Policy has been issued. Also described as ‘you’ or ‘your’.

Policy Schedule means the document which will be provided to you by us, containing details of the Lives Insured under this Policy. Your Policy Schedule will be updated by us as a result of:

- ▶ any changes you make to your Policy and agreed to by us; and/or
- ▶ any changes made by us in accordance with the Policy Conditions.

Premium Limit is the amount which, when reached by the Accumulated Premium, will cause premium payments to cease in respect of the Funeral Cover for a Life Insured.

For NRMA Funeral Insurance, the Premium Limit is twice the Funeral Cover Benefit Amount. If the Accelerated Payment option has been selected the Premium Limit is equal to the Funeral Cover Benefit Amount. Accumulated Premium is not transferable between Lives Insured.

Terminal Illness means an illness or condition where, after having regard to the current treatment or such treatment as the Life Insured may be reasonably expected to receive, the Life Insured is unlikely to survive more than 12 months as confirmed by a registered Medical Practitioner approved by us.

POLICY CONDITIONS

With NRMA Funeral Insurance, there's no small print or nasty surprises. We encourage our customers to make sure they understand all aspects of their NRMA Funeral Insurance.

FUNERAL COVER

Funeral Cover provides for an amount to be payable on the death of the Life Insured.

If a Life Insured dies as a result of Accidental Death, on proof satisfactory to us whilst the Funeral Cover Benefit is Active, we will pay double the Funeral Cover Benefit Amount in respect of that Life Insured.

If, within the Accidental Death Period, a Life Insured dies as a result of anything other than an Accidental Death, on proof satisfactory to us, the Funeral Cover Benefit Amount will not be paid. We will however, pay an amount equal to all Funeral Cover premiums paid to the date of death in respect of that Life Insured.

If, after the Accidental Death Period, a Life Insured dies for any reason, on proof satisfactory to us, we will pay the Funeral Cover Benefit Amount in respect of that Life Insured.

The maximum Funeral Cover Benefit Amount available for a Life Insured is \$15,000. The Benefit Amount cannot be increased to more than \$15,000 for any Life Insured.

Cover under the Funeral Cover Benefit for a Life Insured ceases on the earliest of the following Policy events, subject to the NRMA Insurance Payment Promise applying:

- ▶ your Policy being cancelled;
- ▶ the Benefit Amount being paid in full for the Life Insured;
- ▶ an amount being paid for that Life Insured in accordance with a refund of premiums because the Life Insured died within the first 12 months Commencement Date as a result of anything other than an Accidental Death; or
- ▶ the cancellation of all Adult Lives Insured on the Policy.

TERMINAL ILLNESS COVER

If Terminal Illness Cover has been selected, it will be shown on the Policy Schedule. Terminal Illness Cover provides a lump sum payment on diagnosis of a Terminal Illness where death is likely to occur within 12 months.

The Terminal Illness Cover amount can never exceed the value of the Funeral Benefit for each Life Insured.

See the section Exclusions for Optional Covers on page 11 for details of what is not covered.

If selected and shown on the Policy Schedule, Terminal Illness Cover for a Life Insured starts on the date that the Policy Schedule is issued and stops at the earliest of:

- ▶ the cancellation of the Terminal Illness Cover for that Life Insured by the Policy Owner;
- ▶ the cancellation or removal of the Funeral Cover Benefit for that Life Insured;
- ▶ your Policy being cancelled;
- ▶ the death of the Life Insured;
- ▶ the Terminal Illness Cover being paid in full for that Life Insured;
- ▶ the Policy Anniversary following the Life Insured turning 90.

ACCIDENTAL INJURY

If a Life Insured is covered for the Accidental Injury Benefit, it will be shown on the Policy Schedule. The Accidental Injury Benefit is payable in the amount specified if the Life Insured suffers an Accidental Injury event as listed in this document, on proof satisfactory to us. The maximum cumulative Benefit Amount is \$50,000 for all Accidental Injuries paid for a Life Insured under the Policy. For example, you make a claim for a Life Insured's fractured hip and receive a payout of \$2,500, your future claimable Benefit Amount is now \$47,500.

If selected and shown on the Policy Schedule, the Accidental Injury Benefit for a Life Insured starts on the date the Policy Schedule is issued and stops at the earliest of:

- ▶ the cancellation of the Accidental Injury Benefit for that Life Insured;
- ▶ the maximum cumulative Benefit of \$50,000 being paid in respect of that Life Insured;
- ▶ your Policy being cancelled;
- ▶ the death of the Life Insured;
- ▶ the cancellation of the Funeral Insurance Benefit for that Life Insured; or
- ▶ the Policy Anniversary following the Life Insured turning 90.

Only one Accidental Injury claim will be paid at a time. If the Life Insured suffers two or more injuries, as listed in this Policy, as a result of the same event, for any resulting claim, only the higher Benefit Amount will be paid.

Only one Accidental Injury claim is payable per event per year.

Here's a list of the Accidental Injury payouts you could receive:

| Fracture of the |
|--|
| <p>Leg (below the knee), knee cap, upper arm, shoulder bone or jaw, forearm (above the wrist), collarbone or heel, foot other than toe, ankle, hand other than finger or thumb, elbow or wrist</p> |
| <p>Hip, thigh (leg above the knee), pelvis, skull or spine</p> |
| Bed Confinement |
| <p>Any injury requiring the Insured to be confined to bed for at least 120 hours</p> |
| Temporary Incapacity due to accident |
| <p>If the Life Insured is seriously incapacitated for longer than 30 consecutive days due to an Accidental Injury and is unable to perform at least two of the Regular Daily Activities listed in the definition without the physical assistance of another person</p> |
| Burns |
| <p>If the Life Insured suffers 3rd degree burns to at least 2.5% of the body surface</p> |

| Definition | Amount Payable | | | | | | | | |
|--|--|------|---------|----|---------|-----|----------|------|----------|
| <p>Fracture of the leg below the knee (tibia or fibula), knee cap, upper arm (humerus), shoulder bone (scapula) or jaw;</p> <p>Fracture of the forearm (radius or ulna), collarbone (clavicle) or heel;</p> <p>Fracture of the foot (other than toe), ankle, hand (other than finger or thumb);</p> <p>Fracture of the elbow or wrist as a direct result of an accident requiring fixation, immobilisation or plaster/fibreglass cast treatment by a Medical Practitioner for the affected area within 48 hours of the Accident.</p> | \$1,000 | | | | | | | | |
| <p>Fracture (either femoral neck or intertrochanteric), dislocation or subluxation of the hip;</p> <p>Fracture of the leg above the knee (femur) or pelvis;</p> <p>Fracture of the skull or spine as a direct result of an Accident requiring fixation, immobilisation or plaster/fibreglass cast treatment by a Medical Practitioner for the affected area within 48 hours of the Accident.</p> | \$2,500 | | | | | | | | |
| | | | | | | | | | |
| <p>As a direct result of an Injury, the Life Insured is confined to bed for a period of at least 120 consecutive hours (5 days) or longer as advised by a Medical Practitioner.</p> | \$2,500 | | | | | | | | |
| | | | | | | | | | |
| <p>Regular Daily Activities means:</p> <ul style="list-style-type: none"> - Bathing - the ability to shower and bathe; - Dressing - the ability to put on and take off clothing; - Toileting - the ability to get on and off, and use, the toilet; - Mobility - the ability to get in and out of bed and a chair; - Feeding - the ability to get food from a plate into the mouth. | \$2,500 | | | | | | | | |
| | | | | | | | | | |
| <p>Means tissue injury caused as a direct result of an Accident by thermal, electrical or chemical agents resulting in 3rd degree burns to at least the following percentages of the body surface as measured by Lund & Browder body surface chart.</p> | <table border="0"> <tr> <td>2.5%</td> <td>\$2,500</td> </tr> <tr> <td>5%</td> <td>\$5,000</td> </tr> <tr> <td>10%</td> <td>\$20,000</td> </tr> <tr> <td>≥20%</td> <td>\$50,000</td> </tr> </table> | 2.5% | \$2,500 | 5% | \$5,000 | 10% | \$20,000 | ≥20% | \$50,000 |
| 2.5% | \$2,500 | | | | | | | | |
| 5% | \$5,000 | | | | | | | | |
| 10% | \$20,000 | | | | | | | | |
| ≥20% | \$50,000 | | | | | | | | |

| Loss of Use of | |
|---|--|
| One leg or arm | |
| One foot or hand or sight in one eye | |
| Both feet or hands or sight in both eyes | |
| Any combination of two of a hand, a foot and sight in one eye | |
| Serious Impairments | |
| Paralysis | |
| Major Head Trauma | |
| Blindness | |
| Deafness | |

| Definition | Amount Payable |
|---|----------------|
| Means the total and irrecoverable loss of use of one leg or one arm as a direct result of an Accident. | \$25,000 |
| <p>Means the total and irrecoverable loss of any one of the following – foot, hand and sight in one eye as a direct result of an Accident.</p> <p>'Loss' in this instance means the total and permanent loss of:</p> <ul style="list-style-type: none"> - the use of the foot or hand from the ankle or wrist joints; or - sight to the extent that visual acuity in either eye, on a Snellen Scale after the correction by a suitable lens, is less than 6/60. | \$25,000 |
| <p>Means the total and irrecoverable loss of both feet or hands or sight in both eyes as a direct result of an Accident.</p> <p>'Loss' in this instance means the total and permanent loss of:</p> <ul style="list-style-type: none"> - the use of both feet or hands from the ankle or wrist joints; or - sight to the extent that visual acuity in both eyes, on a Snellen Scale after the correction by a suitable lens, is less than 6/60. | \$50,000 |
| <p>Means the total and irrecoverable loss of any two of the following: hand, foot and sight in one eye as a direct result of an Accident.</p> <p>'Loss' in this instance means the total and permanent loss of:</p> <ul style="list-style-type: none"> - the use of the hand or foot from the ankle or wrist joints; or - sight to the extent that visual acuity in either eye, on a Snellen Scale after the correction by a suitable lens, is less than 6/60. | \$50,000 |
| | |
| Means the total and permanent loss of function of two or more limbs as a direct result of an Accident causing permanent damage to the nervous system. | \$50,000 |
| Means an accidental head injury resulting in neurological deficit causing at least a permanent 25% impairment of Whole Person Function as diagnosed by a Medical Practitioner who is a specialist in the relevant field as approved by us. | \$50,000 |
| Means the total and irrecoverable loss of sight (whether aided or unaided) in both eyes to the extent that visual acuity in both eyes, on a Snellen Scale less than 6/60, as a result of an Accident. | \$50,000 |
| Means the total and irrecoverable loss of hearing, in both ears as a direct result of an Accident – 91 db HL or greater. | \$50,000 |

EXTRA ACCIDENTAL DEATH COVER

If a Life Insured is covered for the optional Extra Accidental Death Benefit, it will be shown in the Policy Schedule. The Extra Accidental Death Benefit, if selected and shown on your Policy Schedule, is payable if the Life Insured dies as a result of an Accidental Death, or within six months of the physical injury leading to the Life Insured's death on proof satisfactory to us. If selected and shown on the Policy Schedule, the Extra Accidental Death Benefit for a Life Insured starts on the date that Policy Schedule is issued and stops at the earliest of:

- ▶ the cancellation of the Extra Accidental Death Benefit for that Life Insured;
- ▶ your Policy being cancelled;
- ▶ the Extra Accidental Death Benefit Amount being paid in full for that Life Insured;
- ▶ the death of the Life Insured;
- ▶ the cancellation of the Funeral Cover Benefit for that Life Insured;
or
- ▶ the Policy Anniversary following the Life Insured turning 90.

FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is provided by TAL Direct Pty Limited ABN 39 084 666 017 ('TAL Direct' or 'the Licensee'). TAL Direct holds an Australian Financial Services Licence (AFSL No. 243260) and is related to the insurer, TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life). TAL Direct is responsible for the entirety of the FSG. TAL Direct and TAL Life Limited are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL). TAL Direct is responsible for the content of this FSG and has authorised its distribution.

IAL Life Pty Limited ABN 15 137 509 936, has been appointed as an Authorised Representative (No. 427847) of TAL Direct.

TAL Direct has authorised IAL Life Pty Limited to provide general advice about funeral insurance that appears in the advertising and marketing materials only.

Issue date 30 May 2015

ABOUT THIS GUIDE

TAL Direct is required by law to provide you with this FSG so that you can understand the services offered and decide whether they suit your needs. This FSG contains important legal information, including information about:

- ▶ The authorised services offered.
- ▶ The way remuneration is paid.
- ▶ Who provides the services.
- ▶ How complaints are dealt with.

WHO ARE OUR REPRESENTATIVES?

TAL Direct has appointed a number of trained and dedicated staff to be representatives of TAL Direct. These people have received specialist training to discuss the products we offer and are responsible for any financial service provided over the telephone.

OUR SERVICES

When you are referred to NRMA Insurance and speak to a representative, that person represents TAL Direct. TAL Direct is authorised under its Australian Financial Services Licence to:

- ▶ Provide financial product advice on life risk and superannuation products to retail clients;
- ▶ Provide general advice only on general insurance products to retail clients;
- ▶ Deal in life risk, superannuation and general insurance products to retail clients; and
- ▶ Arrange superannuation products for retail clients.

WHAT DOES “GENERAL ADVICE” MEAN?

“General advice” is general information about a financial product. It is not personal advice about your individual financial situation, needs or objectives or the suitability of a product for you.

It's important to understand this as we do not provide personal advice or make recommendations about whether a product is suitable for you as an individual. So you need to carefully review the Product Disclosure Statement (PDS) for the policy, keeping in mind your own objectives, financial situation and needs before deciding whether it's right for you. The PDS sets out important information you should consider when deciding to use a certain product, including the insurer and the benefits, features and costs of the product. You can read the PDS prior to receiving a call from a TAL Direct representative or, if you like, you can ask the representative to read it to you.

WHO WE ACT FOR

TAL Direct is acting for itself when it provides a financial service. TAL Direct issues NRMA Funeral Insurance under an agreement with the insurer called a binder, which authorises TAL Direct to issue, administer and pay claims on behalf of TAL Life. In these circumstances TAL Direct is acting for the insurer and not for you.

The Insurer's registered address is:

TAL Life Limited
Level 16, 363 George Street
Sydney NSW 2000

HOW WE ARE PAID

When you buy an NRMA Funeral Insurance policy, the premium is paid to the insurer. TAL representatives are paid salaries and may also qualify for extra remuneration depending on performance criteria which is dependent on a number of factors including the number of policies issued and the level of compliance achieved. If we provide you with a financial service you are entitled to request details of this remuneration and may do so by contacting us on the number specified in this FSG.

IAL Life Pty Limited is remunerated by way of commission received from TAL for funeral insurance policies sold under the NRMA Insurance brand. The commission is up to 21.2% inclusive of GST of each premium paid while the policy is in force.

PROFESSIONAL INDEMNITY INSURANCE

To help ensure that our customers are financially covered whatever happens, TAL has professional indemnity insurance covering the activities of all licensees within TAL, including TAL Direct. This professional indemnity cover:

- ▶ is maintained in accordance with the law;
- ▶ is subject to its terms and conditions; and
- ▶ provides indemnity up to the sum insured for the activities of the representatives of TAL and TAL Direct in respect of the financial services we provide.

DISPUTE RESOLUTION PROCESS

NRMA Insurance and TAL are committed to attempting to satisfactorily answer any questions and resolve any problems or complaints you may have regarding the products and services provided. If you have any questions or complaints about NRMA Insurance or TAL's products offered or representatives, or about your specific policy, please contact the Complaints Officer at the address detailed on page 25. If you are not satisfied with the response, you may then contact the Financial Ombudsman Service (this is a free service).

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Phone: 1800 367 287

For more information go to www.fos.org.au

NRMADE BETTER



CONTACT

NRMA FUNERAL INSURANCE 1300 996 143
WWW.NRMA.COM.AU/FUNERAL

NRMA.COM.AU

PROMOTER

IAL Life Pty Limited
ABN 15 137 509 936
388 George Street, Sydney NSW 2000
Authorised Representative No. 427847
of TAL Direct

ISSUER

TAL Life Limited
ABN 70 050 109 450 AFSL 237848
363 George Street, Sydney NSW 2000

DISTRIBUTOR

TAL Direct Pty Limited
ABN 39 084 666 017 AFSL 243260
(TAL Direct)
363 George Street, Sydney NSW 2000

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Please note, Car, Home, Business, Boat and Caravan insurance are general insurance products which are available from Insurance Australia Limited ABN 11 000 016 722, AFS Licence No. 227681, trading as NRMA Insurance. To find out more about these general insurance products and to see if they are right for you please read the relevant Product Disclosure Statements, available from the product issuer NRMA Insurance at www.nrma.com.au.