
Income Protection & Life Insurance

● Combined Product Disclosure Statement & Financial Services Guide



About this document

This Combined Product Disclosure Statement (PDS) and Financial Services Guide (FSG) is designed to help you decide whether to buy NRMA Life Insurance, NRMA Income Protection or both.

The information contained in this PDS and FSG is general information only and does not take into account your individual objectives or financial situation. You should consider how appropriate these products are with regard to your objectives, financial situation and needs before making a decision whether to acquire one or both of these products.

The PDS describes the main features and benefits of NRMA Life Insurance and NRMA Income Protection. The FSG contains important information about the services provided by the distributor and issuers of these products, the remuneration they receive, and external and internal dispute resolution services.

About the promoter

NRMA Life Insurance and NRMA Income Protection are promoted by IAL Life Pty Limited ABN 15 137 509 936 Authorised Representative Number 427847 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 of TAL Direct Pty Limited ABN 39 084 666 017 AFSL 243260 (TAL Direct).

About the distributor

TAL Direct deals in and provides general advice for these products and is the licensee responsible for the FSG and services provided. TAL Direct is related to TAL Life Limited ABN 70 050 109 450 AFSL 237848 of 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 issuers

TAL Life is the issuer of the life insurance benefits outlined in this PDS. St Andrew's Insurance (Australia) Pty Ltd ABN 89 075 044 656 AFSL 239649 of Level 6, 100 Skyring Terrace, Newstead Qld 4006, is the issuer of the Involuntary Unemployment Cover outlined in this PDS. TAL and St Andrew's are responsible for the entirety of the PDS and each is severally responsible for the claims assessment and payments, ongoing administration and operation of this product relevant to the respective cover they have 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 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 PDS and FSG is current as at the date of issue. In this document, 'you' and 'your' refers to the policy owner or life insured as applicable.

'TAL', 'St Andrew's', 'we', 'us' or 'our' refers to TAL Life Limited, TAL Direct Pty Limited or St Andrew's Insurance (Australia) Pty Ltd as applicable. 'NRMA Insurance' refers to Insurance Australia Limited.

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We're protecting your most valuable asset – you

For over 85 years, NRMA Insurance has been insuring some of Australia's most valuable assets, including cars, home and contents, and businesses. We're proud to be working with one of Australia's major specialist life insurers, TAL, to bring you insurance to cover your most valuable assets – you and your family.

Protection for what matters most

We like to think we're in control of our future, but the truth is that life often throws unexpected challenges our way. And while we can't help you control the future, we can help make sure that you're prepared financially, whatever happens. That's why NRMA Insurance offers a range of insurance options, to help you safeguard your financial future and that of the people you care for most.

Here's how our life insurance and income protection can help you and your family:

	Life Insurance	Income Protection
What is it?	Helps ensure the financial security of your loved ones with a lump-sum payment, so you can feel confident they'll be looked after, in the event of a tragedy.	Helps by providing monthly payments if you are unable to work due to Sickness, Injury or Involuntary Unemployment.
Who is it for?	If you have debts, or people that rely on you to provide for them, then life insurance could be for you.	If you can't imagine how you could afford to live if you were suddenly unable to work due to Sickness, Injury or Involuntary Unemployment, then income protection could be for you.

Product Disclosure Statement

Part One: NRMA Life Insurance

Why should you take out life insurance?

Unfortunately, no one knows what lies ahead for our families. Nobody likes to consider it, but every day another Australian family experiences the unexpected stress of having a loved one pass away.

What's more, many families are simply unprepared for the financial impact that can be added to the emotional one.

Many people mistakenly think they have adequate life insurance as a part of their superannuation. But this may not be enough to provide for your family's financial needs beyond the short-term. If you want to ensure your family will have the financial future you've always envisioned, life insurance may be the answer.

What are the benefits?

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

Benefit	Description
A lump sum benefit for when your family needs it most	Choose up to \$1.5 million cover with guaranteed renewal until you turn 99, plus an advance payout of \$10,000 to help your family when they need it most.
An insurer you know and trust	Your NRMA Life Insurance policy is backed by the financial strength and security of TAL — Australia's life insurance specialist. So you can feel secure that if you need to claim, you'll be in trusted hands.

About this cover

Who can apply?	Australian Residents aged 18–65.
Maximum cover amount	\$1.5 million
Discounts for existing NRMA Insurance policyholders	Yes. 5% discount for the life of your policy.
Other discounts	Yes. 30% off cover between \$150,000 and \$300,000, and 35% off cover above \$300,000. Pay annually and receive one month's cover free.
Terminal illness payout	Yes. We'll pay your benefit to you in full if you're diagnosed with a terminal illness with less than 12 months to live.
Advance payout	Yes. We'll give you a \$10,000 advance payout to help towards legal or other expenses as soon as your claim has been approved.
Cooling-off period	Yes. You have 30 days after your insurance begins to cancel in writing or over the phone. If you cancel during this time we will give a complete refund of any premiums paid.
Exclusions	Exclusions apply. We strongly advise familiarising yourself with what's not covered on page 22. Remember, if you're unsure of anything, you can always talk to one of our staff on 1300 996 143.

Creating your NRMA Life Insurance policy

The best way for you to see how an NRMA Life Insurance policy can meet your needs and budget is to follow these simple steps.

1. Choose how much cover you'd like to protect your family

Ultimately, the goal of your cover is to make sure your family has enough from your insurance benefit to continue living the lifestyle you helped to provide.

Firstly, you will need to determine an ideal amount of cover by considering:

- size of your family
- size of your mortgage
- number of children or dependents
- cost of education and schooling
- cost of living expenses.

Visit www.nrma.com.au/life-insurance and click on the life insurance calculator to help determine the cover for you.

Once your cover is in place, you can adjust the amount as your circumstances change, simply call us on 1300 996 143.

2. Choose whether to add a spouse or partner to your policy

If you and your partner want to protect your family with life insurance, both of you can do so on one policy. You'll receive a discount of \$3.50 per month for the second person.

3. Choose who benefits from your policy

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.

4. 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 coincide with your payday.

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

You can choose between:

- fortnightly billing
- monthly billing
- quarterly billing
- annual billing.

PAY ANNUALLY AND SAVE!

If you pay annually, we'll give 12 months cover for the cost of 11.

Understanding your NRMA Life 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 Life Insurance. If there is anything you're unsure of please call us on 1300 996 143.

What's not covered by my policy?

Your NRMA Life Insurance covers you if you die, or are diagnosed by a registered medical practitioner with a terminal illness with less than 12 months to live. Exclusions apply, as outlined below.

In the first 13 months of your policy*:

No benefit is payable on the terminal illness or death of a Life Insured if either is the direct or indirect result of suicide or an intentional self-injury.

At any time — if shown on your Policy Schedule:

- Specific exclusions identified at the time we arrange your policy. For example, a regular skydiver may not be covered for skydiving incidents
- Work-related exclusions may apply for specific occupations

*From the date the policy started or was reinstated. If you have increased your cover amount, the same qualifying periods apply to the increased component of your benefit.

Other things you need to know about your NRMA Life Insurance policy

Will my premiums increase over time?

It is important to help keep your family protected — but as we all know, the cost of living keeps going up. You need to feel sure that the benefit your family would receive is enough to meet the financial demands of the future.

That's why we increase your benefit amount each year until the policy anniversary before you turn 70, unless you ask us not to. We call this increase, indexation. Your benefit amount will rise in line with the change in the Consumer Price Index (CPI), or by 5%, whichever is higher, and your premiums will increase accordingly.

In addition, premiums generally increase each year on your policy anniversary because you get older.

You also have the option to 'freeze' your life insurance premiums. In this instance we will not increase your premiums but instead we will reduce the amount you're insured for to match the premium you are paying.

Are my premiums tax-deductible?

Generally, life insurance premiums are not tax-deductible. We advise checking with an accountant to ensure that this applies to your individual tax situation.

Is the benefit payment taxed?

Generally, any payout you receive as a result of a life insurance claim is tax-free. Again, please check with your accountant to ensure that this applies to your individual tax situation.

When will my policy begin and end?

Your cover begins on the day we accept your application, being the Cover Commencement Date (the cover start date will appear on your Policy Schedule). Your cover ends on the earliest of the following:

- The date we pay your benefit in full
- The expiry date shown on your Policy Schedule
- The date your policy is cancelled (by us or you)
- The date your policy lapses due to non-payment of premiums

What happens if I stop paying my premiums?

You must pay your premiums when due to keep your policy in force.

Remember, this insurance is not an investment policy so if your policy is cancelled after the first 30 days, you won't receive any refund of the premiums you've paid.

If your policy is cancelled due to non-payment of premiums, you may contact us if you wish us to consider reinstatement of your policy. Reinstatement will be subject to the terms of your policy and is at our discretion, and may require additional questions and assessment.

We will always try to work out the best way for our customers to deal with any changing circumstances that may arise — so please give us a call to discuss your options.

Why is it important I give the correct information?

When you apply for NRMA Life Insurance, we will request information specific to your policy. You need to give us all the information requested, and answer all questions honestly and completely. This is your legal obligation called a Duty of Disclosure. If you don't, there's a chance that we may not be able to pay your claim. If you're unsure of anything, or feel uncomfortable about anything in the application process, please give us a call.

How does my family make a claim if they need to?

Firstly, make sure you've given someone in your family, ideally your nominated beneficiaries, your policy details as this will make the process much quicker and simpler.

Then, all they need to do is call us on 1300 996 143 to notify us of the claim. We will send claim forms, which includes a Medicare consent form, so we can obtain your complete medical records which we need to assess the claim.

In the event of a claim, will my family be taken care of?

We understand that a life insurance claim is made during an incredibly emotional and difficult time. You've trusted us to take care of your family during this time, and we can do just that. Your family will be assigned a Personal Claims Consultant to deal with the claim.

They will also be offered free telephone bereavement counselling by a qualified grief counsellor.

We will also pay an advance of \$10,000 of the sum insured on acceptance of a death claim under the policy. This is to assist with the expenses involved in finalising the estate of the Life Insured. The balance of the sum insured will then be paid to your nominated beneficiaries or in accordance with the grant of probate or letters of administration.

Product Disclosure Statement

Part Two: NRMA Income Protection

Why should you take out income protection?

Sometimes a temporary setback can have a long-term effect on your lifestyle. If you were to get sick or injured and that meant you were unable to work, or if you became Involuntarily Unemployed, how would you cope without a regular income?

Income Protection Cover pays a regular monthly benefit if you are unable to work due to a Sickness or Injury. You could receive up to 85% of your pre-tax income, up to \$10,000 per month, to help you cover your day-to-day costs. This means you can focus on recovery without worrying about your finances or how your family could afford to live. Optional Involuntary Unemployment Cover is also generally available, so you can protect yourself for up to 85% of your pre-tax income, up to \$3,000 per month, for up to three months.

And if you're already an NRMA Insurance policyholder, you'll enjoy a 5% discount on your premiums for the life of the policy.

What are the benefits?

Here's a snapshot of the benefits offered by an NRMA Income Protection policy:

Benefit	Description
A regular payment for when you're out of work	Up to 85% of your pre-tax income paid monthly if you are off work due to Sickness or Injury, helping to cover your costs while you get better.
Involuntary Unemployment Cover	<p>If you are self-employed or a permanent employee Working 30 hours or more per week, you may be eligible for Involuntary Unemployment Cover when you take out an NRMA Income Protection policy. You could receive a regular payment for up to three months if you are made Involuntarily Unemployed from your permanent role, or if you are self-employed and your business becomes insolvent. You can choose to opt out of this cover to reduce the cost of your premiums. If you change your mind later, you can apply for or remove it at any time.</p> <p>See pages 18–20 for details.</p>
Optional cover for extra protection for your family	Extend your cover for your family with Kids Injury Cover, Holiday Injury Cover or Permanent Disability Cover. See pages 20–21 for details.
Benefit	Description
Essentials Cover	If you're not eligible for Income Protection Cover, because for example you're not Working, you may be eligible for Essentials Cover. Essentials Cover offers many of the same great benefits as Income Protection, and is available to eligible Australian Residents aged 18–60. You can apply for up to 85% of your income to \$7,500 a month if you're in stable employment. If you're not Working or Working fewer than 20 hours per week, you can get cover up to \$3,000 a month.

Creating your NRMA Income Protection policy

NRMA Income Protection provides choices to suit your needs.

1. Choose how much you'd like to cover yourself for

When you're used to a certain level of income, it can be hard to get by without it. That's why NRMA Income Protection offers up to 85% of your pre-tax income, up to \$10,000 per month, if you're unable to work due to Sickness or Injury.

To work out how much cover you need, think about your family's monthly expenses, as well as any quarterly or annual expenses like school fees and rates.

Even if you work fewer than 20 hours a week, you may still be eligible for up to \$3,000 a month with our Essentials Cover. And don't worry if your circumstances change — if you start earning more or less, you can apply to adjust your cover at any time.

If you are Working in permanent employment for 30 hours or more per week, you may be eligible for Involuntary Unemployment Cover, which covers up to 85% of your pre-tax income up to \$3,000 each month for up to three months when you take out an NRMA Income Protection policy. You can choose to opt out of this cover to reduce the cost of your premiums. If you change your mind later, you can apply for or remove it at any time. See pages 18–20 for details.

2. Choose your Waiting Period

Your Waiting Period is the time you need to be off work before you are able to claim. You won't receive any payments for this period.

With Income Protection Cover you can choose a Waiting Period of 14, 28, 60 or 90 days for Sickness and Injury claims. The longer the Waiting Period you choose, the lower your premiums will be.

Essentials Cover and Involuntary Unemployment Cover have a fixed Waiting Period of 28 days.

3. Choose your Payout Period

The Payout Period is the amount of time we'll pay a benefit to you while you're 'Out of Action' or Involuntarily Unemployed (see pages 37–38 for more information).

You can choose the Payout Period you would like for Sickness or Injury claims — the shorter the Payout Period, the lower your premiums will be. Income Protection Cover has a choice of Payout Periods of 6, 12 or 24 months or five years. Essentials Cover has a choice of 6, 12 or 24 months. The maximum Payout Period for Involuntary Unemployment is three months.

4. Choose your optional cover

You can choose to apply for these optional covers to help meet your family's needs:

- Holiday Injury Cover
- Kids Injury Cover
- Permanent Disability Cover

Please see the section on Optional Cover on pages 20–21 for more information.

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 your premium payments to coincide with your payday. If you are self-employed you can even set up your payments to match your quarterly business activity statements (BAS).

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

You can choose between paying:

- fortnightly
- monthly
- quarterly
- annually.

PAY ANNUALLY AND SAVE!

If you pay your premiums annually, we'll give 12 months cover for the cost of 11.

Understanding your NRMA Income Protection policy

It's important to us that you understand your policy — that way you can be confident about when you're covered, and when you're not. This section includes important information about NRMA Income Protection. Please read it carefully to make sure that you're fully informed.

About NRMA Income Protection

Here are some things you should know about our Income Protection policy:

Income Protection Cover	
Who can apply?	Australian Residents aged 18–60, Working more than 20 hours a week. For Involuntary Unemployment Cover, you must be self-employed or a permanent employee and Working 30 hours or more per week.
What's the maximum Payout Period?	Choose from 6, 12 or 24 months, or five years for Sickness and Injury. Three months for Involuntary Unemployment claims.
What are the Waiting Periods?	Choose from 14, 28, 60 or 90 days for Sickness and Injury claims. 28 days for Involuntary Unemployment claims.
What's the highest monthly payout you can receive?	Up to 85% of your pre-tax monthly income, up to \$10,000. The maximum for Involuntary Unemployment Cover is up to 85% of your income up to \$3,000.
Is proof of income required at claim time?	Yes.
Are pre-existing conditions covered?	Yes. We'll ask you some questions to see if they can be. Exclusions apply. See page 22 to check what's not covered.
At what age does the policy expire?	75. Cover is limited to a maximum of \$3,000 a month from age 65. Involuntary Unemployment Cover will cease on the first policy anniversary after age 65.

Optional covers	Holiday Injury Cover Kids Injury Cover Permanent Disability Cover Involuntary Unemployment Cover
Income Protection Cover	
Cooling-off period	Yes. You have 30 days after your insurance begins to cancel in writing or over the phone. If you cancel during this time we will give a complete refund of any premiums paid.
Discounts for existing NRMA Insurance policy-holders?	Yes. 5% discount for the life of your policy.
Other discounts	Pay annually and receive one month's cover free.
Exclusions	Exclusions apply. For this reason we strongly advise familiarising yourself with the list of exclusions on page 22. Remember, if you're unsure of anything, you can always give us a call on 1300 996 143.

About Essentials Cover

If you don't qualify for Income Protection Cover because of your health or lifestyle, cover may still be available for you. Essentials Cover provides financial protection against Sickness and Injury and is available for Australian Residents between 18 and 60.

It has many of the benefits of Income Protection Cover, however there are additional exclusions for Essentials Cover such as Pre-Existing Medical Conditions. See page 22 for details. Essentials Cover has a 28-day Waiting Period and a choice of 6, 12, or 24 months Payout Period.

Essentials Cover also allows you to extend your family's protection by covering a non-working partner or spouse.

ADD YOUR PARTNER AND SAVE!

By adding cover for your spouse or partner to your NRMA Income Protection policy, you'll each receive a 5% discount on your premiums.

Involuntary Unemployment Cover

About Involuntary Unemployment Cover

Involuntary Unemployment Cover helps you to manage your expenses if you're made redundant from your permanent employment, or if you're self-employed and your business becomes insolvent. This optional benefit provides up to three months of payments while you look for work.

How does it work?

You'll be covered for Involuntary Unemployment from six months after your Cover Commencement Date (unemployment arising before this time is excluded), and you can claim after you have been out of work for 28 days or more. You must have been in continuous permanent employment for a minimum of 30 hours per week for the six months before the claim.

Where your employer has given notice (including but not limited to mainstream media announcements) prior to the commencement of this benefit that the company may be offering or forcing redundancies, or that it may suspend or cease trade, any resulting unemployment will not be considered to be involuntary and no Involuntary Unemployment Benefit will be payable.

Any insolvency in your own business, or bankruptcy, must not have been apparent prior to or within the six months immediately following your Cover Commencement Date.

To be eligible for Involuntary Unemployment Cover you need to be:

- aged between 18 and 60
- self-employed or employed on a permanent basis and Working for 30 or more hours a week.

Once your cover is in place, it will continue until the first policy anniversary following your 65th birthday, or until your policy is cancelled, whichever is sooner.

What's not covered?

If you take out optional Involuntary Unemployment Cover, please be aware that you are not covered for this benefit where you became aware of, or you were notified of, redundancy prior to or within the six months immediately following the Cover Commencement Date, or if your Involuntary Unemployment is a result of any of the following:

-
- Sickness or Injury
 - Voluntary redundancy or resignation, or abandonment of employment, or retirement
 - Unemployment arising as a consequence of circumstances known to you or where your employer has given notice (including but not limited to mainstream media announcements), prior to the Cover Commencement Date, that the company may be offering or forcing redundancies, or that it may suspend or cease trade
 - An employer terminating the Life Insured's employment during a probationary period
 - You or your business being served with any document to commence proceedings or process for you or your business to be placed in any form of insolvency administration for business-related debts, at any time prior to or within the first six months from your Cover Commencement Date
 - The end of employment in a family business controlled by you or an Immediate Family Member
 - Misconduct, dishonesty or engaging in criminal activities or illegal acts or drug and/or alcohol abuse or intoxication
 - Poor performance in carrying out your occupation including dismissal following formal disciplinary procedures
 - Your refusal of any offer of reasonable alternative employment by your employer linked to your education, training and experience
 - Any strike or labour dispute or labour disturbance in which you and/or your employer is involved
 - The loss of, or not maintaining the currency of, any licence, authorisation or permit required to operate the business, including the loss of a drivers licence, trade or professional certification
 - You cease work due to the seasonal, casual or temporary nature of employment, or a contract (including a fixed-term contract), is terminated early or completed
 - Involuntary Unemployment occurring outside Australia
 - If you are in jail or otherwise lawfully detained

No Involuntary Unemployment Cover Benefit is payable if you were not employed on a permanent basis or were Working for fewer than 30 hours a week immediately prior to claim, or you are not actively seeking work or are not registered with Centrelink or a recruitment agency approved by us to seek work while on claim.

Can I opt out?

Yes. This cover is generally offered if you're Working 30 or more hours a week and are employed on a permanent basis when you take out an NRMA Income Protection policy. However, you can choose to opt out of this cover to reduce the cost of your premiums. If you change your mind later, you can apply for or remove it at any time. Claim requirements are set out in the policy document.

Optional covers

Holiday Injury Cover

If you've ever been injured while on holiday, you'll know the hassles it can cause. First, there are the visits to a new doctor or hospital. And depending on the Injury, there may be a range of extra expenses, such as extended accommodation costs, or travel expenses to get you home earlier than planned.

That's why we've created our Holiday Injury Cover, which provides a one-off extra payment equal to your first month's benefit payment, up to \$3,000, if you're injured during state school or public holidays, or you're more than 200km from home.

For example, if you had \$5,000 income protection plus Holiday Injury Cover, and were injured during the Christmas school holiday period, you would receive \$8,000 (your standard cover amount plus your extra Holiday Injury Cover) for the first monthly payment for an approved claim.

Kids Injury Cover

There's nothing more stressful than seeing your children hurt. That's why it's important that you can look after them when they need it most.

Kids Injury Cover pays you a cash benefit of up to \$50,000 for a range of common childhood injuries, helping you cover expenses, such as those not covered by Medicare or health insurance, or to take time off to be there for your child. For example, Kids Injury Cover pays \$1,000 for a broken arm or nose, and up to \$50,000 for second degree burns or major head trauma.

What's not covered?

Kids Injury Cover ends when your child turns 18 years of age or once a total of \$50,000 has been paid. Kids Injury Cover does not cover claims directly or indirectly related to conditions that were present at birth (congenital disorders), or intentional acts.

Permanent Disability Cover

If you suffer a permanent disability, it may take you and your family some time to adapt. Our Permanent Disability Cover gives you the choice of a lump sum benefit of between \$50,000 and \$500,000, to help take the financial pressure off while you adjust. You can use the payment any way you like, for example, to help pay for the cost of long-term care.

With Permanent Disability Cover, we'll pay a benefit if you are permanently unable to perform two or more of the following activities without assistance:

- Bathing - the ability to clean yourself in a shower or bath
- Dressing - the ability to put on and remove clothing
- Toileting - the ability to use a toilet, including getting on and off the toilet
- Mobility - the ability to get in and out of bed and/or a chair
- Feeding - the ability to move food from the plate into the mouth

If you are an Australian Resident aged 18–60 you can apply for this option. If your application is accepted, once cover is in place, it will continue until the anniversary following your 75th birthday. There is a Waiting Period of six months from the date of the disabling Sickness or Injury until we'll pay your benefit.

What's not covered?

When added to Essentials Cover, you won't receive a benefit if the cause of your permanent disability is something you've suffered from, known of, or should have been aware of in the five years before your cover started. Other exclusions apply, which are outlined on the next page.

What's not covered by my NRMA Income Protection policy?

Naturally, there are some things that aren't covered under your NRMA Income Protection policy.

Here's a list of exclusions that apply:

What's not covered by my policy?	
General exclusions for both Income Protection Cover and Essentials Cover	Additional exclusions for Essentials Cover
<p>We won't pay a benefit if the claim is caused directly or indirectly by:</p> <ul style="list-style-type: none">— any mental health disorder, including anxiety disorders, depression and stress, disorders related to fatigue, drug or alcohol abuse— taking intoxicating liquor— cancer, stroke or heart attack, or signs and symptoms leading to a diagnosis of cancer, stroke or heart attack that becomes apparent in the first six months after your cover starts— normal and uncomplicated pregnancy— terrorism, civil commotion or unrest in countries outside Australia, if the Australian government has advised against travel to that country— war or an act of war— an intentional self-inflicted act, including exposing yourself to risk of Sickness or Injury for any reason— committing, or attempting to commit, a criminal offence. <p>We won't pay a benefit if you are in jail or lawfully detained.</p> <p>If you were not able to, or only partially able to, perform your Regular Daily Activities before you started your policy, we may not pay a benefit.</p> <p>We may also apply other specific exclusions to your Income Protection Cover. These will be agreed with you when you take out your policy.</p>	<p>If you have Essentials Cover, we also won't pay a benefit for Sickness or Injuries caused by:</p> <ul style="list-style-type: none">— a Pre-Existing Medical Condition— a Dangerous Occupation or Pastime— football-related injuries that result in fewer than 90 days Out of Action. This means a 90-day Waiting Period applies from the date you are first Out of Action with this Injury— back injuries that result in fewer than 90 days Out of Action. This means a 90-day Waiting Period applies from the date you are first Out of Action with this Injury.

Other things you need to know about your NRMA Income Protection policy

The premium you have to pay is shown in your Policy Schedule.

Premiums take into account the following:

- the product type and cover option/s you have selected (generally, the more cover option/s you select, the higher the premium)
- the amount of cover (generally, the higher the sum insured, the higher the premium)
- indexation (see section on page 10, 'Will my premiums increase over time?')
- your age (premiums generally increase each year as you get older)
- Payout Period (generally, the higher the Payout Period, the higher the premium)
- Waiting Period (generally, the higher the Waiting Period, the lower the premium)
- risks involved in your lifestyle and occupation (generally, the higher the risk, the higher your premium) and
- other factors including gender and health (generally, the better the state of health, the lower the premium. Additionally, life expectancy and illness rates differ between men and women which can result in different premiums).

Will my premiums increase over time?

Premiums generally increase with age each year at the anniversary of your plan or if you increase your cover amount.

Unless otherwise requested, your cover increases each year by 3% or the change in the Consumer Price Index, whichever is higher, and your premiums will increase accordingly. This is to help ensure that your cover keeps up with rises in the cost of living. However, you should check your policy regularly to ensure the amount you are covered for still meets your needs.

We may put our premium rates up in the future, but any increases will apply to everyone on the same rates — we'll never single you out for an increase. If we increase our premium rates, we'll give you 30 days notice.

Are my premiums tax-deductible?

Income protection premiums are generally tax-deductible, helping to make this valuable cover more affordable. However, if you make a claim, your benefits are generally taxed as part of your personal income.

We advise checking with an accountant to ensure that this applies to your individual tax situation.

When will my cover begin and end?

Your policy begins on the day we accept your application which will be shown in your policy documents.

You must be under 60 years of age to apply, however, your cover can continue, as long as you pay your premiums, until the anniversary of your policy following your 75th birthday. After the anniversary of your policy following your 65th birthday, any Involuntary Unemployment Cover will end and Sickness and Injury Cover is limited to a maximum of \$3,000 per month, for a maximum Payout Period of 24 months. If you stop paying your premiums, your policy will be cancelled. We will write to you before cancelling your policy.

With respect to the Involuntary Unemployment Cover, this insurance may be renewed for further consecutive yearly periods upon payment of the premium. Payment of your premium is deemed to be acceptance of an offer of renewal for a further yearly period. If you continue to pay your premium, then unless your policy is cancelled or we advise you prior to the policy anniversary that we will not be renewing, a policy on the same terms and conditions automatically comes in to existence for one year from the policy anniversary.

What happens if I stop paying my premiums?

You must pay your premiums when due to keep your policy in force. If your policy is cancelled due to non-payment of premiums, you may contact us if you wish us to consider reinstatement of your policy. Reinstatement will be subject to the terms of your policy and is at our discretion, and may require additional questions and assessment.

Remember, this insurance is not an investment policy so if your policy is cancelled after the first 30 days, you won't receive any refund of the premiums you've paid. The premium is due on the date(s) and at the frequency shown in the Policy Schedule. You can change the frequency of premium payments at any time.

If you are paying by direct debit, the premium will be deducted from the account that you have authorised us to debit, on the agreed date and frequency. If the agreed date falls on a weekend or public holiday, the deduction will be made on the next business day.

We will always try to work out the best way for our customers to deal with any changing circumstances that may arise — please give us a call to discuss your options.

Why is it important I give the correct information?

When you apply for NRMA Income Protection, we will request information specific to your policy and situation. You need to give us all the information requested, and answer all questions honestly and completely. This is your legal obligation called a Duty of Disclosure. If you don't, there's a chance that we may not be able to pay your claim. If you're unsure of anything, or feel uncomfortable about anything in the process, please give us a call.

If you're not comfortable sharing your health history with us, you can always consider applying for Essentials Cover. Australian Residents aged between 18 and 60 can apply without the need for health-related questions or tests.

What happens if I'm injured or ill more than once?

Unlike some other insurances, NRMA Income Protection has no limit to the number of times you can claim for separate Sickness or Injury.

What happens if I return to work too soon?

Generally if you're 'Out of Action', you'll want to get back to your normal life as soon as possible. Unfortunately doing this can sometimes mean you return to work too soon, and your Sickness or Injury returns.

Don't worry if this happens — if you find you need more time to recover, you can request to continue your original claim without having to re-sit your chosen Waiting Period.

You can restart your payments if:

- we agree that you're still unable to work
- you haven't gone over the Payout Period of your cover
- you restart your claim within 12 months of the date you returned to work.

Statutory Fund

The assets of TAL's Statutory Fund Number 1 will be liable for the payment of all benefits (except for Involuntary Unemployment Cover for which St Andrew's is liable). You have no rights to the assets of St Andrew's, TAL, or any TAL Statutory Fund.

Alterations and variations

This policy can only be changed by TAL and/or St Andrew's in writing. No other person or company including an agent of TAL has the right to change any part of this policy.

How do I make a claim if I need to?

If you need to make an NRMA Income Protection claim, we'll make everything as easy as we can, with a Personal Claims Consultant to support you through the process, step-by-step.

Simply call us on 1300 996 143 as soon as your doctor tells you you're unable to work for longer than your Waiting Period, or when you're made redundant, and we'll send you a claim form so we can resolve your claim as quickly as possible.

Once we have confirmation that you've been 'Out of Action' for the Waiting Period, your benefit will build up each day and we'll pay your first benefit at the end of the following month. See pages 37–38 for the definition of 'Out of Action'. During the Waiting Period, and while you are receiving claims payments, we won't charge you any premiums.

For Sickness and Injury claims, we'll calculate your income based on your average pre-tax personal income in the previous 12 months. If you are self-employed, pre-tax income does not include your business expenses.

For Involuntary Unemployment Cover claims, supporting evidence of the involuntary nature of unemployment will be required:

- Evidence to our satisfaction that you are residing in Australia and actively looking for work on an ongoing basis whilst you are eligible for this benefit
- A copy of your Centrelink or recruitment agency form approved by us which confirms you have registered to find employment. Please note that you do not need to be receiving Centrelink benefits to register to seek employment

-
- For employees, a Certified Copy of the Separation Certificate and written advice from the Life Insured's employer (on company letterhead and signed by the paymaster, company secretary, personnel manager, director or a person of similar senior standing in the firm) explaining the circumstances of the Life Insured's Involuntary Unemployment or the forced termination of his or her employment or contract
 - For the self-employed, a Certified Copy of a notice confirming the Life Insured's personal insolvency issued by the Australian Financial Security Authority (AFSA) or its successors or a Certified Copy of a Court Order or appointment of an insolvency administrator to the Life Insured's company or other proof of insolvency

If you receive other income such as workers' compensation, unemployment benefits or social security while you're claiming, we may adjust your payment. However, we'll only do this if the combined amount of your NRMA Income Protection benefit and this other income is more than 85% of your usual monthly pre-tax income.

If your claim is accepted, we'll start paying you monthly. Every month that you are unable to work you will need to complete and send us progress claim forms so that we can assess whether you are still entitled to a payout.

Usually, you are responsible for any costs of providing the documents to support your claim. However, if your circumstance requires anything above our standard claims requirements, we'll pay for any costs incurred in meeting those requirements.

Important information

Privacy

Personal and sensitive information is collected from you or about you to enable TAL, St Andrew's 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 insurance 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.

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 on request or at:

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

www.nrma.com.au or call 132 132

www.standrews.com.au or call 1300 363 159

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
- How customers' complaints will be dealt with regarding privacy issues

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 insurance (including at the time of claim) your personal information may need to be disclosed to TAL, St Andrew's, 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, NRMA Insurance and St Andrew's)
- Organisations to whom we outsource our mailing, administration and information technology
- Government and regulatory agencies (if required or if authorised to do so)
- Any person acting on your behalf, such as a lawyer or accountant.

The website of the Office of the Australian Information 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 Life Insurance
Reply Paid GPO Box 5380
Sydney NSW 2001

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.

We will attempt to resolve your complaint within 45 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

Duty of Disclosure

Before you enter into a contract of insurance, you have a duty to tell us anything that you know, or could reasonably be expected to know, that may affect our decision to provide the insurance and on what terms.

You have this duty until we agree to provide the insurance.

You have the same duty if you renew, extend, vary or reinstate the contract.

You do not need to tell us anything that:

- reduces the risk we insure
- is common knowledge
- we know or should know as an insurer
- we waive the duty to tell us about.

If you do not tell us something – Involuntary Unemployment Cover

For Involuntary Unemployment Cover, if you do not tell us anything you are required to, we may cancel the contract or reduce the amount we will pay if a claim is made, or both.

If the failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

If you do not tell us something – All other types of cover

For all other types of cover, in exercising the following rights, we may consider whether different types of cover can constitute separate contracts of insurance. If they do, we may apply the following rights separately to each type of cover.

If you do not tell us anything that you are required to, and we would not have provided the insurance if you had told us, we may avoid the contract within three years of entering into it.

If we choose not to avoid the contract, we may, at any time, reduce the amount of insurance provided. This would be worked out using a formula that takes into account the premium that would have been payable if you had told us everything you should have. However, if the contract provides cover on death, we may only exercise this right within three years of entering into the contract.

If we choose not to avoid the contract or reduce the amount of insurance provided, we may, at any time vary the contract in a way that places us in the same position we would have been in if you had told us everything you should have. However, this right does not apply if the contract provides cover on death.

If the failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

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@nrmalife.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, as 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.

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.

Financial Claims Scheme

The Involuntary Unemployment Cover is a "protected policy" for the purposes of the Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA). If you are entitled to claim under that cover, you may be entitled to payment under the FCS. Access to the FCS is subject to eligibility criteria. Information about the FCS can be obtained from the FCS website at www.fcs.gov.au and the APRA hotline on 1300 55 88 49.

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
- 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 any 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 Life Insurance or NRMA Income Protection, please contact us on 1300 996 143. There's absolutely no obligation to purchase a policy.

NRMA Income Protection and Life Insurance Definitions

Here are some terms you might need to know:

Term	Definition
Australian Resident	An Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia, who has received the PDS in Australia.
Cover Commencement Date	The date your cover commenced or the date a benefit was added or increased on your policy, in respect of that benefit.
Dangerous Occupation	Occupations that involve an inherent degree of danger and increased risk, including but not limited to work and activities: <ul style="list-style-type: none">— 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 the police, protective or custodial services, as a fire-fighter, 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.

Term	Definition
Dangerous Pastimes	<p>Dangerous Pastimes are those pastimes, sports and activities that involve an inherent degree of danger and increased risk, including but not limited to:</p> <ul style="list-style-type: none"> — 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.
Immediate Family Member	<p>A spouse, partner (including a same-sex partner), de facto partner, child, parent and/or sibling of a Life Insured or policy owner.</p>
Injury	<p>An accidental bodily injury you suffer after the policy starts.</p>

Term	Definition
Involuntary Unemployment/ Involuntarily Unemployed/ Involuntarily Redundant	<p>When you are entirely without gainful employment and are actively seeking work, and:</p> <ul style="list-style-type: none">– if you were a permanent employee Working 30 hours or more per week– you have been made involuntarily redundant or been involuntarily dismissed from employment through no fault or choice of your own but solely because an employer has unexpectedly terminated your employment– if you were self-employed – you or your business are insolvent, or bankrupt or placed into insolvency or bankruptcy administration.

Term	Definition
<p>Out of Action and Regular Daily Activities</p>	<p>The definition of Out of Action depends on your age and whether you're Working at the time of a claim.</p> <p>Age 18–64: Working at least 20 hours a week</p> <hr/> <p>We'll pay a benefit for Sickness or Injury diagnosed by a Medical Practitioner if in their opinion and ours you are:</p> <ul style="list-style-type: none"> — unable to attend or engage in your Usual Occupation — not Working in or performing any occupation, whether income generating or not, and — under the regular care of and following the advice of a Medical Practitioner including recommended courses of treatment. <p>The definition of Out of Action depends on your age and whether you're Working at the time of a claim.</p> <p>Age 18–64: Working fewer than 20 hours a week</p> <hr/> <p>We'll pay a benefit for Sickness or Injury diagnosed by a Medical Practitioner if in their opinion and ours you are:</p> <ul style="list-style-type: none"> — unable to perform three or more of the following without the assistance of another person or using special equipment: <ul style="list-style-type: none"> - Cooking meals - Cleaning the home - Shopping for food - Providing care for children and/or dependent adults - Driving a car or using public transport — not Working in or performing any occupation, whether income-generating or not, and — under the regular care of and following the advice of a Medical Practitioner, including recommended courses of treatment.

Term	Definition
Out of Action and Regular Daily Activities	<p>Age 65–75:</p> <hr/> <p>We'll pay a benefit for Sickness or Injury diagnosed by a Medical Practitioner if in their opinion and ours you are:</p> <ul style="list-style-type: none"> — unable to perform two or more of the following without the assistance of another person: <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 — not Working in or performing any occupation, whether income-generating or not, and — under the regular care of and following the advice of a Medical Practitioner, including recommended courses of treatment.
Payout Period	<p>The maximum period for which payments will be made, as selected by you and shown on your Policy Schedule.</p>

Term	Definition
Pre-Existing Medical Condition	<p>Any:</p> <ul style="list-style-type: none"> — Sickness, Injury, or medical condition, or any symptoms of a Sickness, Injury or medical condition, of which, during the five years prior to the Cover Commencement Date, reinstatement or any increase in cover you apply for, the Life Insured was aware, or of which a reasonable person could have been expected to be aware — stroke, bleeding from an arterial aneurysm or heart attack related claim, if any of the following was apparent in the five years prior to the Cover Commencement Date, reinstatement or any increase in cover you apply for: <ul style="list-style-type: none"> - Body Mass Index of 40 or higher - Systolic blood pressure having exceeded 160mmHg and diastolic blood pressure having exceeded 100mmHg - Total blood cholesterol having exceeded 7.0 mmol/L - Being a diabetic with any one of the following: proteinuria, kidney disease, retinopathy, neuropathy or admittance to hospital for treatment of diabetes — malignant cancer diagnosed prior to the Cover Commencement Date, reinstatement or any increase in cover you apply for which subsequently recurs or spreads.

Term	Definition
Sickness	An illness or disease that first manifests or that you first suffer after your policy starts.
Usual Occupation	The paid occupation in which you were engaged for 20 or more hours a week immediately before being Out of Action and for which you received regular remuneration as a result of personal exertion; or the occupation in which the Life Insured was engaged on a permanent basis for 30 or more hours a week immediately prior to being Involuntarily Unemployed and for which regular remuneration was received as a result of personal exertion; or any occupation for which you are suited by reason of your education, training and/or experience.
Waiting Period	The time you need to be continually Out of Action or, if applicable, Involuntarily Unemployed or have suffered Permanent Disability, before benefits then start to accrue or Permanent Disability Cover becomes payable. Sickness and Injury or Involuntary Unemployment Cover benefits are payable monthly in arrears while you're getting medical care or looking for new employment. The Waiting Period starts on the date a Medical Practitioner first certifies you as being Out of Action or Permanently Disabled, or the date of your Involuntary Unemployment. No benefits are payable during the Waiting Period.
Working	Engaged in a Usual Occupation for 20 or more hours per week immediately before being Out of Action or for 30 or more hours per week immediately before being made Involuntarily Unemployed.

Financial Services Guide

This Financial Services Guide 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 243260) and is related to one of the insurers, 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).

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 financial product advice about life insurance that appears in the advertising and marketing materials only.

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 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
- arrange superannuation products to retail clients.

What does “general financial product advice” mean?

“General financial product advice” is general information about a financial product. It is not personal advice about your individual financial situation 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 authorised to issue and administer policies on behalf of certain insurers under an arrangement called a “binder”. These insurers are for life cover, TAL Life Limited ABN 70 050 109 450 AFSL 237848, of 363 George Street Sydney NSW 2000, and for Involuntary Unemployment Cover, St Andrew’s Insurance (Australia) Pty Ltd ABN 89 075 044 656 AFSL 239649 of Level 6, 100 Skyring Terrace, Newstead Qld 4006. This means that we are acting on behalf of the above insurers when we arrange a policy and not for you.

How we are paid

When you buy an NRMA Life Insurance policy or an NRMA Income Protection policy, the premium is paid to the insurer/s. When a TAL Direct representative is involved in arranging a policy for you, he or she may receive a commission from TAL. If we give you personal advice the details of this remuneration will be disclosed to you in the Statement of Advice (SoA). If we give you general advice 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 life insurance or income protection policies sold under the NRMA Insurance brand. The commission is up to 27% inclusive of GST of each premium paid while the policy is in force.

Where involuntary unemployment cover is arranged, TAL is paid a commission from St Andrew's of 36%. This commission is included in the premium and there is no additional cost to you.

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
- 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

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 29.

We will attempt to resolve your complaint within 45 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

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Income Protection & Life Insurance

Contact

NRMA Life Insurance 1300 996 143

www.nrma.com.au/life-insurance

NRMA Income Protection 1300 996 143

www.nrma.com.au/income-protection

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

Distributor

TAL Direct Pty Limited

ABN 39 084 666 017 AFSL 243260

(TAL Direct)

363 George Street, Sydney NSW 2000

Issuers

TAL Life Limited

ABN 70 050 109 450 AFSL 237848

363 George Street, Sydney NSW 2000

St Andrew's Insurance

(Australia) Pty Ltd

ABN 89 075 044 656 AFSL 239649

Level 6, 100 Skyring Terrace, Newstead Qld 4006

Issue date: 27 June 2019

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.