

Key Fact Sheet

Real Income Protection Cover

This Key Fact Sheet is a summary only of the key benefits, conditions, exclusions and risks associated with your Real Income Protection Cover. For more information, definitions of capitalised words or details specific to you, please refer to the Product Disclosure Statement (PDS) and your Policy Schedule.

Benefits of purchasing Real Income Protection Cover

Real Income Protection Cover offers a number of insurance combinations to suit your needs - Real Income Protection Insurance and extra optional benefits as explained below.

Real Income Protection Insurance pays an Income Benefit if you are unable to work due to a Disabling Sickness or Injury for longer than your chosen Waiting Period. With your Real Income Protection Insurance, you get:

- ✓ an Income Benefit — we will pay up to 75% of your Pre-Disability Income (to a maximum of \$10,000 per month for your chosen Benefit Period), if you suffer a Disability and remain continuously and totally Disabled during and after the end of the Waiting Period. Income Benefits are only payable whilst you are Disabled.
- ✓ a Recurrent Disability benefit — if the Disabling Sickness or Injury recurs within six months of your last Income Benefit and you need to restart your claim, we will treat it as a continuation of your previous claim with your Waiting Period being waived.

Extra optional benefits

You may want to combine the following extra cover types with your Real Income Protection Insurance:

- ✓ Homemaker Insurance — pays a monthly benefit if the Homemaker Life Insured is unable to perform three of the Domestic Duty Tasks due to Sickness or Injury for longer than 30 days;
- ✓ Final Expenses Insurance — pays a lump sum benefit if you die as a result of an Accident or natural causes; and
- ✓ Children's Insurance — pays a lump sum benefit in the event a Child Insured suffers a death from any cause, Terminal Illness, or a specified serious illness.

These optional benefits, their exclusions and limitations, and other related terms and conditions, are explained in the PDS.

Key medical definitions

Disability/Disabled/Disabling Sickness or Injury means due to a Sickness or an Injury occurring after the Acceptance Date, you are:

- ✓ unable to perform the usual duties of your Regular Occupation necessary to produce income;
- ✓ under regular care in relation to your Sickness or Injury for which you are claiming;
- ✓ suffering a loss of income; and
- ✓ not engaged in your Regular Occupation or any other gainful occupation.

Waiting Period

Your Income Benefit is subject to either a 30-day or 90-day Waiting Period, as selected by you. The Waiting Period is shown on your Policy Schedule, and is a period for which you must be Disabled before you are entitled to an Income Benefit, i.e. no Income Benefit is payable during this period. Income Benefits are then paid monthly in arrears.

Benefit Period

The Benefit Period is the maximum length of time that we will pay the Income Benefit for the same or related Disability. You may apply for six months, one year, two years or five years. The Benefit Period will be shown on your Policy Schedule.

Premium structure

Your premium is a stepped premium, which means that it will increase each year as you age. Your premium is calculated at each Policy Anniversary and is based on:

- ✓ your age, gender and smoking status at that time;
- ✓ the Monthly Amount Insured;
- ✓ the Benefit Period;
- ✓ the Waiting Period; and
- ✓ various factors which may affect the premium rating such as the state of your health, family history, occupation and participation in hazardous activities.

Exclusions and limitations on your Policy

Your Policy is subject to a number of exclusions and limitations explained in the PDS. It is important you read the PDS to understand these exclusions.

Under your Income Benefit, your Policy does not cover a claim for any event occurring directly or indirectly as a result of:

- ✓ a Mental Disorder or Illness;
- ✓ an intentional self-inflicted act;
- ✓ attempted suicide;
- ✓ the consumption of drugs (unless it was under the direction of a Medical Practitioner and not in connection with treatment for substance abuse, drug addiction or dependence);
- ✓ the consumption of intoxicating liquor, including having a blood alcohol content over the prescribed legal limit whilst driving;
- ✓ normal pregnancy (including participation in an IVF or similar program, normal discomforts such as morning sickness, backache, varicose veins, ankle swelling or bladder problems), giving birth, miscarriage or having a pregnancy terminated;
- ✓ war (whether declared or not) or war-like activity, or taking part in a riot or civil commotion; or
- ✓ engaging in any criminal activities or illegal acts.

Your monthly Income Benefit will be reduced by any Other Payments you receive.

Ending your Policy

If you wish to cancel your Policy and/or optional benefits, please send a written request providing your instruction to cancel along with your full name and Policy number. Your Policy will automatically end on the Policy Anniversary following your 65th birthday, unless it is validly cancelled at an earlier date.

Do you get a refund of premiums when you end your Policy?

If you choose to end your Policy during the 30-day cooling off period and you have not made a claim, we will provide a full refund of any premiums you have paid. If you end your Policy after this date, you will not be entitled to any refund of premiums.

What happens if you stop paying your premium?

If you stop paying your premium, your Policy will be cancelled and you will not be entitled to any refund of premiums you have paid. We will notify you in writing in advance before taking steps to end your Policy due to non-payment.

If you are suffering from financial hardship

If you are suffering from financial hardship, we may be able to assist you to keep your Policy. Please contact us to discuss your options. Please note we may seek evidence to verify any hardship. If you are in the process of having your claim assessed, and you need urgent access to financial aid, please contact us and we can discuss how we can assist you. Please note we may seek evidence of your urgent need.

How you can make a claim

You can make a claim by contacting us on **1300 307 297** (Monday to Friday between 8am and 8pm AEST). There will be some forms to fill out and documents that we need in order to assess your claim, but our friendly claims team will help you through this process. For more information on claiming, please refer to the PDS.

What can you do to ensure any claim is assessed quickly and smoothly?

There are a number of things you can do to assist us to ensure your Real Income Protection Cover claim is assessed quickly:

- ✓ Contact us as soon as it becomes likely that a Sickness or Injury will force you to be unable to work for longer than your Waiting Period. The earlier you inform us, the earlier we can start to assess your claim.
- ✓ Ensure that you have copies of relevant doctors' records relating to your condition or ask your doctor for access to them.
- ✓ Let us know if you would like someone else to handle your claim on your behalf, and also inform your doctor/s of this preference. This will ensure your representative can obtain the information we need to assess your claim quickly.

How you can contact us

If you wish to contact us regarding your Policy or have any questions about the information we have outlined in this Key Fact Sheet, please contact us via the following means.

Phone 1300 367 325 (Monday to Friday between 8am and 8pm AEST)

Email service@reallifecover.com.au

Address Real Insurance Customer Support, PO Box 6728, Baulkham Hills NSW 2153