

Advice helper

Making it easier to recommend MLC Life Insurance

Client goals and objectives	Why choose MLC Life Insurance?
Cost	
Additional value for money – access to health and wellness services at no additional cost	<p><u>Stay well with Vivo.</u></p> <p>Vivo is an award-winning health, wellness, and recovery program available to MLC Life Insurance customers at no extra cost. It provides many support options to help you achieve your health, wellness, and recovery goals.</p> <p>With Vivo Virtual Care, you and your immediate family* can access specialised services such as medical second opinions, mental health support, fitness and nutrition consults, and guidance for coping with loss or grief.</p> <p>Using these services does not impact your eligibility to claim on your policy or your claim outcome. Through Vivo, MLC Life Insurance is here to provide care and support through life's journey while respecting your privacy.</p> <p><i>*Immediate family members include your children (under parental supervision), your partner, your parents, and your partner's parents. Access to immediate family members is limited to Vivo Virtual Care services.</i></p>
Additional value for money – lifetime discount for a healthy life	<p><u>Rewarding your lifestyle, always.</u></p> <p>MLC Life Insurance offers Vivo Incentive, a 7.5% lifetime premium discount on Life, TPD, and Critical Illness covers, if your Body Mass Index (BMI) ranges between 18.5 and 28.5.</p> <p>This discount is independent from engagement in health and wellbeing programs, submitting anniversary medical results or paying membership fees.</p>
Products	
High-quality products (Lump Sum Cover)	<p><u>Key features and benefits included in your cover.</u></p> <p>Life Cover Buy Back after TPD</p> <p>MLC Life Insurance has built in 12 months buyback or optional 14-day buyback.</p> <p>Terminal Illness Benefit</p> <p>MLC Life Insurance pays a claim if two doctors certify that you have an illness or injury that is likely to result in your death within 24 months.</p> <p>Trauma</p> <ul style="list-style-type: none"> Includes the event of a Coma; MLC Life Insurance does not exclude alcohol and drug abuse. <i>(Available with Critical Illness Plus and Child Critical Illness only.)</i> <p>Trauma – Adult-Onset Insulin Dependent Diabetes <i>(Available with Critical Illness Plus with Extra Benefits Option only.)</i></p> <p>If you are diagnosed with Type 1 diabetes with less severe impairments after the age of 30, MLC Life Insurance will pay an advanced benefit.</p>

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MLC Limited ABN 90 000 000 402 AFSL 230694.

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Product (continued)	
High-quality products (Lump Sum Cover) (continued)	<p>Female Trauma Benefit <i>(Available with Critical Illness Plus with Extra Benefits Option only.)</i></p> <p>This benefit will be paid if your claim is Pregnancy related or you have Specified Complications of Pregnancy (partial benefit).</p> <p>To be eligible for this benefit the life insured must be diagnosed with one of the following:</p> <ul style="list-style-type: none"> Disseminated Intravascular Coagulation (DIC) – where there is a pregnancy related cause of the DIC which has resulted in a life-threatening haemorrhage from multiple sites. Ectopic pregnancy – pregnancy in which implantation of a fertilised ovum occurs outside the uterine cavity. The ectopic pregnancy must be ended by laparotomy or laparoscopic surgery. Hydatidiform mole – the development of fluid-filled cysts in the uterus after the degeneration of the chorion during pregnancy which results in death of the embryo. Stillbirth – the birth of an infant after at least 20 completed weeks of gestation or of 400 grams or more of birth weight, which shows no signs of life after birth. Elective termination of pregnancy is specifically excluded. <p>Specific Accidental Injury Benefit <i>(feature of Life Cover insurance)</i></p> <p>If, due to an Accident, you lose:</p> <ul style="list-style-type: none"> the use of both hands or both feet, or the sight in both eyes, or the use of one hand and one foot, or the use of one hand or one foot and the sight in one eye, <p>you'll receive 100% of your Life Cover insurance benefit, up to \$2 million.</p> <p>Or if, due to an Accident, you lose:</p> <ul style="list-style-type: none"> the use of one hand or one foot, or the sight in one eye, <p>you'll only receive 25% of your Life Cover Benefit, up to \$500,000.</p>
High-quality products (Income Protection)	<p>Key features and benefits included in your cover.</p> <p>Certificate of Insurance for Disability while unemployed <i>(provided by MLC Insurance Super)</i></p> <p>This certificate gives you the assurance that MLC Life Insurance will assess the claim outside the SIS regime, in the event your claim is denied solely because you were unemployed when you became Disabled. This certificate is particularly useful for white- and blue-collar employees, contractors and consultants.</p> <p>Booster Benefit <i>(if the Booster Option is selected)</i></p> <p>If you are Totally Disabled or Partially Disabled, MLC Life Insurance will pay a Booster Benefit, for up to 6 months. The Booster Benefit is 20% (up to 90% of Earnings Before Disability), and will be applied to the lesser of:</p> <ul style="list-style-type: none"> your income at the time you applied for the sum insured on which your claim will be assessed, and your Earnings Before Disability, subject to any benefit adjustments. <p>The Booster Benefit is paid in addition to your Total Disability or Partial Disability benefit.</p>

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Product (continued)	
High-quality products (Income Protection) (continued)	<p>Short waiting period for Accidental Injuries and Critical Illness (<i>Income Assure+ only, 14- or 30-day waiting periods apply</i>)</p> <p>MLC Life Insurance will pay 1/30th of your monthly benefit for each day you are Totally Disabled during the Waiting Period.</p> <p>The option allows you to receive benefits if you are diagnosed with a Critical Illness, resulting in you becoming Totally Disabled within 30 days of being diagnosed with the Critical Illness.</p> <p>The Critical Conditions covered are:</p> <ul style="list-style-type: none"> • Cancer – excluding specified early-stage cancers, • Coma – with specified criteria, • Heart Attack – with evidence of heart muscle damage, • Major Burns – of specified severity, and • Stroke – in the brain and of specified severity. <p>To be eligible for this benefit you must be Totally Disabled as a result of being diagnosed with any of the Critical Conditions for at least three consecutive days from the day you first seek medical advice for your Critical Condition.</p> <p>Short Waiting Period for Accidental Injury Option (<i>Income Assure only, 14- or 30-day waiting periods apply</i>)</p> <p>This option allows you to receive 1/30th of the monthly benefit for each day from the start of the waiting period while you are Totally Disabled during the waiting period.</p> <p>To be eligible for this benefit you must be Totally Disabled as a result of an accident for a period of at least three consecutive days from the day you first seek medical advice for your injury.</p> <p>Your Total Disability must be caused by an accident and begin within 30 days of the accident.</p> <p>Benefits nearing the end of your Income Assure+ policy – 12 months benefit is payable if you are Totally Disabled:</p> <ul style="list-style-type: none"> • before the policy ends, • for the entire Waiting Period, • at the end of the Waiting Period, or • for the period MLC Life Insurance pays you a Benefit.
Protecting your future needs	<p><u>Customising your cover to suit your changing needs.</u></p> <p>Future Insurability Option</p> <p>This option allows you to increase the monthly benefit and Sums Insured without any further underwriting.</p> <p>Child Critical Illness</p> <p>MLC Life Insurance will provide a lump sum payment if your child dies, is diagnosed with a specific non-surgical Critical Condition or undergoes a surgical procedure for a surgical Critical Condition.</p> <p>Female Trauma Benefit (<i>available with Critical Illness Plus with Extra Benefits Option only</i>)</p> <p>This benefit will be paid if your claim is Pregnancy related or you have Specified Complications of Pregnancy (partial benefit).</p> <p>To be eligible for this benefit the life insured must be diagnosed with one of the following:</p> <ul style="list-style-type: none"> • Disseminated Intravascular Coagulation (DIC) – where there is a pregnancy related cause of the DIC which has resulted in a life-threatening haemorrhage from multiple sites. • Ectopic pregnancy – pregnancy in which implantation of a fertilised ovum occurs outside the uterine cavity. The ectopic pregnancy must be ended by laparotomy or laparoscopic surgery. • Hydatidiform mole – the development of fluid-filled cysts in the uterus after the degeneration of the chorion during pregnancy which results in death of the embryo. • Stillbirth – the birth of an infant after at least 20 completed weeks of gestation or of 400 grams or more of birth weight, which shows no signs of life after birth. Elective termination of pregnancy is specifically excluded.

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Cashflow	
Mitigate the risks associated with unpredictable cash flow	<p><u>Income Assure+</u></p> <p>Short waiting period for Accidental Injuries and Critical Illness</p> <p>For 14- or 30-day Waiting Periods MLC Life Insurance provides an option allowing you to receive benefits sooner by paying you a benefit during the Waiting Period if:</p> <ul style="list-style-type: none"> • an Accident and the Total Disability occurred within 30 days of the date of the Accident; or • in a Critical Condition (or have symptoms of a later diagnosed Critical Condition). <p>To be eligible for this benefit you must be Totally Disabled as a result of an Accident or Critical Illness for a period of at least three consecutive days from the day you first seek medical advice for your injury.</p> <p>MLC Life Insurance will pay 1/30th of the Monthly Benefit for each day you are Totally Disabled during the Waiting Period.</p> <p>This benefit will accrue from the first day that you are Totally Disabled and will continue until the earlier of:</p> <ul style="list-style-type: none"> • the end of the Waiting Period, or • until you are no longer Totally Disabled. <p>This benefit will be paid in arrears.</p> <p>No Total Disability requirement during the Waiting Period</p> <p>If you are Disabled (partial or total) for longer than the Waiting Period, MLC Life Insurance will pay you the Partial Disability Benefit.</p> <p>Super Guarantee Benefit</p> <p>MLC Life Insurance provides 100% of SG contributions (in contrast to 70% of Earnings Before Disability) meaning your super contributions continue to accrue even when you're disabled.</p> <p>Booster Benefit</p> <p>If you are Totally Disabled or Partially Disabled, MLC Life Insurance will pay a Booster Benefit, for up to 6 months. The Booster Benefit is 20% (up to 90% of Earnings Before Disability), and will be applied to the lesser of:</p> <ul style="list-style-type: none"> • your income at the time you applied for the sum insured on which your claim will be assessed, and • your Earnings Before Disability, subject to any benefit adjustments. <p>The Booster Benefit is paid in addition to your Total Disability or Partial Disability benefit.</p>
Claims	
Claims made simpler	<p>At MLC Life Insurance, we understand that making a claim is usually a time of uncertainty and instability for our customers. Our claim's philosophy is to support our customers through their time of need efficiently, honestly, and fairly. Our team of claims assessors and support staff approach clients with integrity and compassion. Our Case Consultants are encouraged and empowered to tailor their assessment approach to the customer's needs.</p> <p>Fast Track Claims</p> <p>MLC Life Insurance award-winning Fast Track Claims allows clients with short term injury to be paid in 2-4 days of your claim once they've received basic medical requirement such as:</p> <ul style="list-style-type: none"> • medical certificates confirming diagnosis, • Histopathology report, • x-ray report, and/or • a hospital discharge summary. <p>Terminal Illness Benefit</p> <p>MLC Life Insurance will pay your claim if two doctors certify that you have an illness or injury that is likely to result in your death within 24 months.</p>