



Your guide to how AMP can help at claim time



For trauma, terminal illness and total and permanent disability cover customers.

Now that the unexpected has happened, we're here to help

1. Less paperwork

By starting with a conversation, we reduce the paperwork you need to complete. This also helps us better understand your situation from the very outset.

2. Getting you help sooner

Your case manager may offer short-term support while your claim is being assessed. Early intervention often results in better outcomes. Talk to them about the assistance you need so they can get you the right help.

3. Supporting you with daily life

We'll look at other ways we can support you to help alleviate the stresses of daily life, that have emerged as a result of your health event. This could include:

- home cleaning or maintenance
- meal delivery or help with grocery shopping
- transportation to treatments
- childcare assistance
- Internet based therapy.

How we can work together

- Let us know as soon as you have a health event by calling Access AMP on 1300 366 214, even if you're still working. The sooner you call, the sooner we can help.
- Tell us about the people in your life. We'll reach out to your family, doctor, employer or anyone else who can help support your recovery.

Do you have life insurance?

Please note this brochure is only for customers with trauma, terminal illness and total and permanent disability cover. To lodge a life insurance claim please call AMP on 1300 366 214.

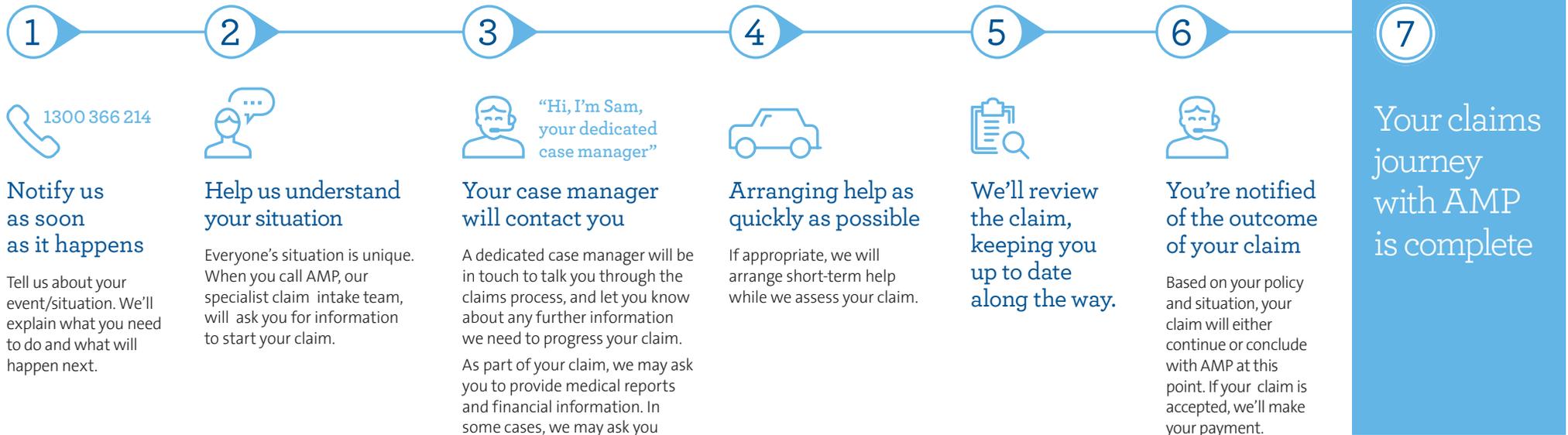


What to expect when claiming



Do you have trauma, terminal illness or total and permanent disability cover?

We hope this guide helps you, if you should need to claim. Please remember that it is a guide only and when we manage your claim, we will need to first consider your specific policy/product terms and conditions.



Contact us:

- Call Access AMP on 1300 366 214 (Monday to Friday 8.30am-5.00pm AEST) for help or to notify us of a claim.
- Contact your dedicated case manager for information on your claim.

What you need to know

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