

Issue date: 1 January 2017



AMP Life Insurance

Product Disclosure Statement and policy document



AMP Life Insurance

Supplementary product disclosure statement



This supplementary product disclosure statement (SPDS) is dated 22 December 2017 and supplements the information contained in the AMP Life Insurance product disclosure statement and policy document (PDS) which has an effective date of 1 January 2017.

This SPDS should be read together with the PDS before making a decision about AMP Life Insurance. You can ask for a paper copy of this information free of charge by contacting us.

The following changes are effective from 22 December 2017

On page 8, the Financial Ombudsman Service phone number under the heading "Complaint resolution" is replaced with:
The complaints service can be contacted on 1800 367 287.

The following changes are effective from 1 August 2017

On page 3, the paragraphs under the heading "Other companies involved in providing services for the AMP Life Insurance Plan" are deleted and replaced with:

Insurance Australia Limited ABN 11 000 016 722, AFS Licence No. 227681 trading as Swann Insurance administers your AMP Life Insurance Plan policy.

QPR Finance Pty Ltd ABN 92 094 904 266 (QPR) collects premiums and debits the policyholder's account on behalf of Insurance Australia Limited trading as Swann Insurance, who in turn remit your premiums to us.

Contact us

phone 1800 304 653
web amp.com.au
mail Customer Service
PO Box 14459
MELBOURNE VIC 8001

Issue date: 22 December 2017

This document is issued by AMP Life Limited (AMP Life) ABN 84 079 300 379 AFS Licence No. 233671, a member of the AMP group.

What you need to know

The insurance product referred to in this supplementary product disclosure statement (SPDS) is issued by AMP Life Limited ABN 84 079 300 379 AFS Licence No. 233671, a member of the AMP group.

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Summary

The AMP Life Insurance product pays a monetary benefit on the death of the life insured. The benefit is between \$100,000 - \$1,000,000 (depending on the level of cover selected) plus automated annual increases calculated in accordance with the terms and conditions set out in this Product Disclosure Statement (PDS).

The AMP Life Insurance product includes a terminal illness benefit, which is equivalent to the amount of your life insurance benefit and advanced funeral benefit amount of up to \$15,000. The funeral benefit provides the policy owner, the nominated beneficiary or your estate with an advanced payment of up to \$15,000 in order to meet funeral expenses when they fall due.

Product issuer

The issuer of this policy is AMP Life Limited (AMP Life) ABN 84 079 300 379 AFS Licence No. 233671, a member of the AMP group.

Other companies involved in providing services for the AMP Life Insurance Plan

Swann Insurance (Aust) Pty Ltd ABN 80 000 886 680, AFS Licence No. 238292 administers your AMP Life Insurance Plan policy.

QPR Finance Pty Ltd ABN 92 094 904 266 (QPR) collects premiums and debits the policyholder's account on behalf of Swann Insurance (Aust) Pty Ltd, who in turn remit your premiums to us.

Definitions referred to in this document

'Australian permanent resident' means a person who resides in Australia and either holds Australian or New Zealand citizenship or holds an Australian permanent residency visa.

'Distributor' means an entity that is authorised to distribute the AMP Life Insurance product.

'Policy' means the contract of insurance between the policy owner and us.

'QPR' means QPR Finance Pty Limited ABN 92 094 904 266.

'Us', 'we', 'our' or 'the insurer' means AMP Life Limited.

'You' means the person to be insured, unless the context requires it to be the plan owner.

The product contained in this document is not an investment product.

Information contained in this document

This document is a combined PDS and policy document, and provides information about the Policy, including the following:

- contract of insurance
- benefits
- risks
- premium information
- your duty of disclosure, and
- privacy and complaints.

Contract of insurance

When we accept your application, we enter into a contract with you consisting of:

1. This combined PDS and policy document.
2. The policy schedule, and
3. Any other notice we give you in writing.

You should keep these documents in a safe place.

Benefits under AMP Life Insurance

Life insurance benefit

The amount we will pay, as a lump sum, in the event of your death is the sum insured that is detailed in your policy schedule.

Terminal illness benefit

The amount of your terminal illness benefit is equivalent to the amount of your life insurance benefit.

'Terminal illness' means an illness that, in our opinion, will result in your death within 12 months, regardless of any treatment that might be undertaken.

If a claim is paid for the terminal illness benefit, cover will cease.

Advanced funeral payment benefit

This benefit provides the policy owner, the nominated beneficiary or your estate with an advanced payment of up to \$15,000 in order to meet funeral expenses when they fall due.

If we pay an advanced payment, then the life insurance benefit will be reduced by the amount paid for funeral expenses.

This benefit will be payable on the receipt of the death certificate or other proof of death that is acceptable to AMP.

The advanced payment is not an admission of liability to pay the full life insurance benefit.

24 hour worldwide cover

You will be covered 24 hours a day, every day of the year, anywhere in the world.

Some exclusions apply; please refer to the section titled **What exclusions apply?**

Automated annual increases

To protect you against the effects of inflation we will automatically increase your life insurance benefit by five per cent each year (excluding the advanced funeral payment benefit) without asking for evidence of health.

Automated annual increases will occur on each anniversary of the cover commencement date until the anniversary date following your 65th birthday. The maximum cover amount including inflation increases will be limited to \$1,500,000.

Risks

Some of the risks to consider for this product are:

- The amount of insurance cover you select may not be appropriate or adequate for your needs.
- The maximum amount of cover available may not be sufficient to meet your needs.
- If your premium is 30 days late, we will cancel your policy and will not assess any claim for an event arising after the cancellation date.
- We may vary, or not pay, the benefit if you have not complied with your duty of disclosure.

How can I apply for this insurance product?

You may apply for this product online at amp.com.au or through a distributor.

Who can apply?

Cover is available only to citizens or permanent residents of Australia who are aged 16 to 60 and are currently residing in Australia.

How much can I apply for?

You can apply for a minimum life insurance benefit of \$100,000 up to a maximum of \$1,000,000. You can make more than one online application, but the total combined cover applied for cannot exceed \$1,000,000.

Your cover can exceed \$1,000,000 as a result of automated annual increases. If you exceed this amount our liability is limited to \$1,000,000 plus allocated automated annual increases (to a maximum \$1,500,000).

Immediate cover

Your cover is effective on:

- acceptance of the application (ie once you have successfully completed the transaction online), and
- receipt and acceptance of the first premium.

What happens when the application process is complete?

Upon successfully completing the online application, you will be provided with a unique policy number.

You will also be issued with a policy schedule, which details your name, date of birth, address, the amount of your life insurance benefit and the commencement date.

Cooling-off period

Providing no claim has been made, you have 30 days from the cover commencement date to inform AMP that you wish to cancel the cover and have any premiums refunded. You may be asked to provide this request in writing. If you cancel the cover then no benefit will be payable for any claim.

You will receive a proportional refund of premiums paid for any cancellation made outside the 30 day period.

Need more information?

Please contact AMP on 1800 304 653 for all enquiries, from anywhere in Australia, for the cost of a local call.

What exclusions apply?

No benefit will be paid to you where your terminal illness or death:

- occurred within 12 months of the cover commencement date and was directly or indirectly attributable to, or a consequence of, any condition or illness from which you suffered on or before the cover commencement date
- was sustained as a result of engaging in a criminal act
- occurred before the cover commencement date
- was not brought to AMP's attention as required by the terms and conditions of the policy (see section 'Making a claim'), or
- occurs within 13 months of the cover commencement date and is directly or indirectly attributable to, or a consequence of suicide, attempted suicide or intentional self-injury (including conditions arising from the use of drugs without medical advice) or intentionally contracted infection.

Premium information

Premium calculation

Premiums are calculated on the basis of your age, smoking status, gender, amount of cover and any discount that may be applicable. Your premium will be calculated as a part of your application.

Government stamp duty is included in the insurance premium.

Annual premium adjustments

Each year your premium will increase as a result of the automated annual increase. Your premium will also be adjusted as your age increases.

Payment of premiums

QPR will collect premiums and debit the policy owner's account on AMP's behalf.

You must pay your premiums including any charges, when they are due, for the policy to remain current.

If your premium is 30 days late we will end your policy.

You can pay via monthly deductions from your bank account or by credit card (Visa and MasterCard only).

Plan fee

The plan fee is included in your monthly premium and may be subject to change.

Variations

We reserve the right to vary charges as described below:

- We can revise the premium rates; however, any changes to premium rates will be part of a general review that will apply to all plans of that type.
- All other changes, including those resulting from indexation or market variations, will be advised in writing, following the change.
- We can change the standard premium tables, fees or charges at any time to take account of any change to taxation or revenue laws.

If you wish to change your sum insured amount, please contact our Customer Service Centre on 1800 304 653. Please note your existing policy may be cancelled and reissued for the new sum insured.

Direct debit request service agreement

This charter outlines your and our responsibilities to ensure the smooth and secure operation of our direct debit agreement.

Our responsibilities

We will only deduct premiums from your chosen account. Your policy schedule shows the premium amount and how often we have agreed to deduct it.

We assure you that we will not disclose your bank details to anyone other than third party administrators and/or premium collection services who are bound by their own privacy policies, unless you have agreed in writing that we can, or unless the law requires or allows us to do this.

If the payment date is a weekend or public holiday, we will debit your account on the next business day following the weekend or public holiday.

We will give you at least 14 days' notice when changes to the initial terms of this arrangement are made.

Your responsibilities

Before providing your account details, please check with your bank or financial institution that direct debit deductions are allowed on the account you have chosen.

Please make sure you have enough money in your account to cover premium payments when they are due. Your bank or financial institution may charge a fee if the payment cannot be met.

Your bank or financial institution may charge a fee for the direct debit arrangement. This will be reflected in your bank account statement.

Can we help?

Contact our Customer Service Centre on 1800 304 653 if:

- you need to change your payment details, or
- you have any queries about your direct debit agreement.

We respond to queries concerning disputed transactions within five working days of notification.

Distributor or adviser remuneration

If you purchased this product through an authorised adviser or through a Distributor, we may pay them a commission or distribution fee. The cost of this payment is already incorporated in your policy premium.

When your policy will end

Your cover will terminate on the earliest of:

- the first anniversary of the cover commencement date after your 70th birthday
- the date you die
- the date a benefit is paid
- the date you request in writing to cancel your cover
- the date your premium instalment remains unpaid for 30 days
- the date you cease to be an Australian permanent resident, or
- the date on which you have resided outside Australia for a continuous period exceeding six months (unless you obtain our prior written consent).

Making a claim

To make a claim please call 1800 304 653. We will send you, your nominated beneficiary or the administrator of your estate the relevant claim forms.

The completed forms will need to be returned as soon as possible. All requested information must be provided to us.

Assessment of the claim will start when we receive a completed and correct claim form and any other requirements, including provision of any medical reports as specified.

Any amounts paid under the cover will be paid in Australian currency in Australia.

When incorrect information is provided

We rely on the information you provide us to assess whether we will provide cover to you. If incorrect information is provided, in some circumstances, we may be legally entitled not to pay the benefit.

We may also be legally entitled not to pay the benefit if you have not complied with your duty of disclosure.

Benefit payments

In the case of your death, the life insurance benefit will be paid to the person you nominate in the application (the nominated beneficiary). If we cannot locate the nominated beneficiary after reasonable investigation or no nominated beneficiary is stated in your application, we will pay the benefit to the executor of your will, or to the administrator of your estate. Once the death benefit is paid, your cover will cease.

The advanced funeral payment benefit may be paid to the nominated beneficiary or any other party we believe is appropriate, at our sole discretion.

If you suffer a terminal illness the terminal illness benefit will be paid to you and your cover will cease.

Your duty of disclosure

Read this if you are applying for insurance as the policy owner, or if you will be an insured person under a policy owned by someone else.

What you need to tell us

When you apply for insurance, and up until the insurer accepts your application, you have a duty to tell us anything that you know, or could reasonably be expected to know, may affect the insurer's decision to insure you and the terms of your insurance.

This includes answering all the questions in the application honestly, making sure you include all the information we ask for.

You have the same duty if anything changes, or you remember more information, while we're processing your application.

If you want to change your insurance cover at any time, extend it or reinstate it, you'll also have the same duty at that time to tell us anything that may affect the insurer's decision to insure you and the terms of your insurance.

Where a policy owned by one person covers the life of another person, it's important that the other person also gives us all the information that is required under the duty. If he or she doesn't, then it can be treated as a failure by the owner of the policy to tell us something that the owner must tell us. Therefore you must give us all the required information - whether you're the owner of the policy or a person insured under it.

If you don't tell us something

If you don't give all the required information, and the missing information would've affected the insurer's decision to insure you or the terms of your insurance, the insurer may:

- treat the contract (or your cover) as if it never existed
 - the insurer can only do this within three years of your cover starting.
- reduce the amount you've been insured for – to reflect the premium you've been paying. There is a link between the premium you pay and your level of cover. If you fail to tell us something, your premiums may have been too low. The insurer may reduce the amount you've been insured for, taking into account the premium you would've had to pay if you'd told us everything you should've. For Death cover the insurer can only reduce the amount you've been insured for within three years of your cover starting.
- vary your cover – to take into account the information you didn't tell us and put the insurer in the same position as it would've been if you'd told us. Variations could mean, for example, that waiting periods, exclusions or premiums may be different. The insurer can't make variations to Death cover.

Your total insurance cover forms one insurance contract. If you don't give us all the required information, the insurer may treat your different types of cover as separate contracts when it takes action to address this.

It's fraudulent to deliberately leave out required information or give us incorrect information. In these situations the insurer may refuse to pay a claim and treat the contract (or your cover) as if it never existed.

What you don't need to tell us

You don't need to tell us anything:

- that reduces the insurer's risk, or
- that's common knowledge, or
- the insurer know or should know as an insurer, or
- we've told you that you don't need to tell us.

Taxation

Life insurance premiums are not generally deductible to you and benefits are generally not assessable for income tax.

Specific taxation implications may apply if this cover is taken out for business purposes. Seek professional taxation advice if this applies to you.

If we are required to pay any tax, duty, or government charge or levy related to any payment to you, we may reduce the amount payable to you by the amount of that tax, duty, or government charge or levy.

The statement made here is based on our interpretation and the continuance of current tax laws of the relevant legislation as at the issue date of the PDS and is subject to change. Individual circumstances may differ and independent taxation advice should be sought.

Privacy and complaint procedures

Privacy – use and disclosure of personal information

The privacy of your personal information is important to you and also to us. We may collect personal information directly from you or from your financial adviser. We may also collect personal information if it is required or authorised by law, including the *Superannuation Industry (Supervision) Act 1993*, the *Corporations Act 2001* and the *Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act 2006*.

Our main purpose in collecting personal information from you is so we can establish and manage your plan. If you choose not to provide the information necessary to process your application, then we may not be able to process it. We may also use this information for related purposes—for example, enhancing customer service and product options and providing you with ongoing information about opportunities that may be useful for your financial needs through direct marketing. These may include investment, retirement, financial planning, banking, credit, life and general insurance products and enhanced customer services that may be made available by us, other members of the AMP group or by your financial adviser.

If, at any time, you do not want to receive this information, you can opt-out by contacting our Customer Service Centre on 1800 304 653 and quoting your policy number.

We usually disclose information of this kind to:

- other members of the AMP group
- your financial adviser or broker (if any)
- the owner of the plan
- external service suppliers who may be located in Australia or overseas, who supply administrative, financial or other services to assist the AMP group in providing AMP Financial Services. From March 2014, a list of countries where these providers are likely to be located can be accessed via our Privacy Policy
- the Australian Taxation Office (ATO) to conduct searches on the ATO's Lost Member Register for lost superannuation, and
- anyone you have authorised or if required by law.

If sensitive information, such as health information, is collected in relation to this financial product, then additional restrictions apply. AMP Life may collect health information using a third party provider. The primary purpose for obtaining this health information is for the insurer, AMP Life, to assess your application for new or additional insurance. AMP Life may also use this information for directly related purposes—for example, deciding whether more information is needed, arranging reinsurance, assessing further applications and processing claims. AMP Life may disclose this type of health information to:

- the financial adviser or broker responsible for the plan

- the trustee
- the owner of your personal insurance plan (if applicable)
- AMP Life's reinsurers
- medical practitioners
- any person AMP Life considers necessary to help either assess claims or resolve complaints, or
- anyone you have authorised or if required by law.

If you are an insured person, aspects of your health information may be provided to the owner of your plan in resolving terms of acceptance or if the standard plan rates are varied.

If you are an insured person, AMP Life and/or its health screening provider may also speak to a third party for the sole purpose of arranging a health screening appointment. This third party may include a spouse, family member, personal assistant, financial planner or other relevant party.

Under the current AMP Privacy Policy, you may access personal information about you held by the AMP group. The AMP Privacy Policy sets out the AMP group's policies on management of personal information, including information about how you can access your personal information, seek to have any corrections made on inaccurate, incomplete or out-of-date information, how you can make a complaint about privacy, and information about how we deal with such complaints. The AMP Privacy Policy can be obtained online at amp.com.au or by contacting us on 1800 304 653.

Complaint resolution

If you have a complaint, please contact our Customer Service Centre in writing, stating the precise nature of your complaint and the name and number of the policy.

AMP Australia

Customer Service Centre

PO Box 14330 MELBOURNE VIC 8001

If you are not satisfied with our handling of your complaint, the Financial Ombudsman Service is available to you. The Financial Ombudsman Service is governed by an independent council, which reports directly to the Federal Minister for Consumer Affairs.

The complaints service can be contacted on 1300 780 808.

Alternatively, you can write to:

Financial Ombudsman Service

GPO Box 3

MELBOURNE VIC 3001

Contact us

phone 1800 304 653
web amp.com.au
mail Customer Service
PO Box 14459
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