

Getting to know Encompass Protection

FOR ADVISERS ONLY

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Encompass
PROTECTION

brought to life by **MEOS**



Let's get your clients protected

Encompass Protection provides Australians with a range of options to meet their protection needs

The right kind of life insurance can be an invaluable gift to your clients and their loved ones. It gives them the confidence to set and achieve their life goals, while knowing that if the worst happens, they're protected.

Encompass Protection is a life insurance product designed for that very reason – to help your clients protect what's important to them. Encompass Protection includes four cover types: Life Cover, Total and Permanent Disability (TPD) Cover, Critical Illness Cover and Income Protection Cover.

Choosing Encompass Protection means you and your clients have chosen:

- ▶ A highly rated product that provides cover for the most important needs of everyday Australians
- ▶ An outstanding service experience that's personalised and consistent, because it's delivered by market-leading Australian service business, NEOS Life
- ▶ Confidence and certainty that the benefits of life insurance will be there when needed most. Encompass Protection is issued by MLC Limited (MLC Life Insurance), an established and trusted life insurer with a strong track record in claims management
- ▶ A holistic health, wellness and recovery program - Vivo - that provides care and support through life's journey. Vivo does this by supporting their everyday health and wellness, and recovery needs through a range of services.

The following pages provide a summary of the Encompass Protection cover types. For full terms and conditions, please refer to the Encompass Protection Product Disclosure Statement and Policy Document (PDS) available at www.encompassprotect.com.au/PDS

In addition to the benefits and features specific to each cover type, all Encompass Protection policies include the valuable features listed below.

Worldwide cover

The insured person is fully covered, 24 hours a day, in Australia and overseas.

Continuity of cover

As long as premiums are paid, cover will continue each year (even if the insured person's health worsens) until their policy expires or an event occurs that ends their policy.

Guaranteed upgrade

Whenever we improve the terms of Encompass Protection, and those improvements don't result in an increase in premiums, those terms will be made available to all our customers.

Life Cover

Life Cover provides a lump sum payment if the insured person dies or is diagnosed with a terminal illness. This money can be used to pay off debts, cover day-to-day expenses or be invested for a family's future

Overview	
Minimum entry age	▶ 18
Maximum entry age	▶ 70
Benefit expiry age	▶ Policy anniversary after the insured person turns 99 ▶ Policy anniversary after the insured person turns 75, when structured inside super
Minimum sum insured	▶ \$50,000
Maximum sum insured	▶ \$3,000,000
Premium types	▶ Stepped premium
Funding options	▶ Life Cover is available both inside and outside of super

Life Cover includes the below key benefits, valuable features, and the ability to add an optional benefit.

If cover is purchased inside super, then only the benefits and features marked with an * are available. If cover is purchased outside super, then all benefits and features are available.

All Life Cover benefits and features are subject to the full terms and conditions outlined within the Encompass Protection PDS.

Key benefits

Death Benefit*

Provides a one-off, lump sum payment if the insured person dies.

Terminal Illness Benefit*

Provides a one-off, lump sum payment if the insured person is diagnosed with a terminal illness.

Funeral Advancement Benefit

Provides a portion of the death benefit before a full claim has been assessed to help with urgent costs such as a funeral.

Valuable features

Indexation Benefit*

To help ensure cover keeps pace with the cost of living and maintains real value, we automatically increase the Life Cover sum insured each year by the higher of 3% or the percentage increase in the Consumer Price Index.

Future Increase Benefit*

The Life Cover sum insured can be increased after certain specified events without having to provide further medical or health information.

Financial Advice Benefit

If we've paid a Life Cover benefit payment, we'll reimburse up to \$5,000 for the cost of a financial plan from a qualified financial adviser.

Optional extras

In addition to the key benefits and valuable features, a Disability Premium Waiver Option* can be added to Life Cover for an additional cost. See the Encompass Protection PDS for details.



Total and Permanent Disability (TPD) Cover

TPD Cover provides a lump sum payment if the insured person becomes totally and permanently disabled. This money can be used to help pay medical expenses or cover the cost of necessary lifestyle changes

Overview	
Minimum entry age	▶ 18
Maximum entry age	▶ 60
Benefit expiry age	▶ Policy anniversary after the insured person turns 65
Minimum sum insured	▶ \$50,000
Maximum sum insured	▶ \$3,000,000
Premium types	▶ Stepped premium
Funding options	▶ TPD Cover is available both inside and outside of super
TPD definitions available	▶ Any occupation ▶ Own occupation ▶ Super
Product structure combinations	▶ TPD Cover attached to Life Cover ▶ TPD Cover linked to Life Cover ▶ Split TPD Cover

TPD Cover includes the below key benefits, valuable features, and the ability to add optional benefits.

If cover is purchased inside super, then only the benefits and features marked with an * are available. If cover is purchased outside super, then all benefits and features are available.

All TPD Cover benefits and features are subject to the full terms and conditions outlined within the Encompass Protection PDS.

Key benefits

Total and Permanent Disability Benefit*

Provides a one-off lump sum payment if the insured person becomes totally and permanently disabled.

Specific Loss Benefit

We'll pay 25% of the sum insured if the insured person suffers the loss of a limb or sight in one eye.

Valuable features

Indexation Benefit*

To help ensure cover keeps pace with the cost of living and maintains real value, we automatically increase the TPD Cover sum insured each year by the higher of 3% or the percentage increase in the Consumer Price Index.

Future Increase Benefit*

The TPD Cover sum insured can be increased after certain specified events without having to provide further medical or health information.

Financial Advice Benefit

If we've paid a TPD Cover benefit payment, we'll reimburse up to \$5,000 for the cost of a financial plan from a qualified financial adviser.

Optional extras

In addition to the key benefits and valuable features, under certain circumstances a Disability Premium Waiver Option* and/or Life Cover Buy Back Option* can be added to TPD Cover for an additional cost. See the Encompass Protection PDS for details.



Critical Illness Cover

Critical Illness Cover provides a lump sum payment if the insured person suffers a critical illness. It can help take away the worry of having to pay for day-to-day expenses while recovering from surgery or undergoing treatment

Overview	
Choice of cover	<ul style="list-style-type: none"> ▶ Critical Illness Standard ▶ Critical Illness Plus
Minimum entry age	▶ 18
Maximum entry age	▶ 60
Benefit expiry age	▶ Policy anniversary after the insured person turns 65
Minimum sum insured	▶ \$50,000
Maximum sum insured	▶ \$1,000,000
Premium types	▶ Stepped premium
Funding options	▶ Critical Illness Cover is only available outside of super
Product structure combinations	<ul style="list-style-type: none"> ▶ Standalone Critical Illness Cover ▶ Critical Illness Cover attached to Life Cover ▶ Critical Illness Cover linked to Life Cover

Critical Illness Cover includes the below key benefits, valuable features, and the ability to add optional benefits.

All Critical Illness Cover benefits and features are subject to the full terms and conditions outlined within the Encompass Protection PDS.

Key benefits

Critical Illness Benefit

Provides a one-off, lump sum payment if the insured person suffers a listed critical illness event.

Partial Critical Illness Benefit

If Critical Illness Plus has been chosen, we'll pay a portion of the sum insured if the insured person suffers a partial critical illness event, such as the permanent loss of sight in one eye or an early-stage cancer diagnosis (if listed under the cover type).

Valuable features

Indexation Benefit

To help ensure cover keeps pace with the cost of living and maintains real value, we automatically increase the Critical Illness Cover sum insured each year by the higher of 3% or the percentage increase in the Consumer Price Index.

Future Increase Benefit

The Critical Illness Cover sum insured can be increased after certain specified events without having to provide further medical or health information.

Financial Advice Benefit

If we've paid a Critical Illness Cover benefit payment, we'll reimburse up to \$5,000 for the cost of a financial plan from a qualified financial adviser.

Optional extras

In addition to the key benefits and valuable features, under certain circumstances a Disability Premium Waiver Option, Life Cover Buy Back Option and/or Critical Illness Cover Reinstatement option can be added to Critical Illness Cover for an additional cost. See the Encompass Protection PDS for details.



Income Protection Cover

Income Protection Cover replaces up to 70% of the insured person's income if they're unable to work due to sickness or injury. This can help cover day-to-day expenses such as school fees, and mortgage and car repayments; allowing the insured person to focus on recovery

Income Protection Cover includes the below key benefits, valuable features, and the ability to add optional benefits.

If cover is purchased inside super, then only the benefits and features marked with an * are available. If cover is purchased outside super, then all benefits and features are available.

For clients with Income Protection cover held inside super, if they are unemployed prior to becoming disabled, they may not be entitled to a benefit within super. However, if this happens, Supplementary Income Protection Insurance applies.

Supplementary Income Protection Insurance provides identical benefits to the Income Protection Cover in super without the requirement to meet temporary incapacity as defined in the PDS.

All Income Protection Cover benefits and features are subject to the full terms and conditions outlined within the Encompass Protection PDS.

Key benefits

Total Disability Benefit*

If the insured person is unable to work due to total disability, we'll provide a monthly payment that replaces up to 70% of their lost income. Payment will commence at the end of the chosen waiting period and will continue until the earlier of when they return to work or the end of the chosen benefit period.

Partial Disability Benefit*

If the insured person is unable to work to their full capacity due to partial disability, we'll pay a portion of the monthly benefit that would have been payable to the insured person if they were totally disabled.

Overview	
Minimum entry age	▶ 18
Maximum entry age	▶ 60
Expiry ages	▶ Policy anniversary after the insured person turns 65
Minimum sum insured	▶ \$1,500 per month
Maximum sum insured	<p>The maximum sum insured is the lower of \$20,000 per month and:</p> <ul style="list-style-type: none"> ▶ 70% of the first \$20,000 of the insured person's regular monthly income (\$240,000 annually): plus ▶ 50% of anything above \$240,000 of the insured person's regular monthly income. <p>The insured person may also apply for up to an additional 10% of their monthly income as a super monthly benefit, under the Superannuation Contribution Option.</p> <p>An Income Booster Option is also available, providing an additional 20% of the monthly benefit for the first six months of the claim.</p>
Premium types	▶ Stepped premium
Funding options	▶ Income Protection Cover is available both inside and outside of super
Waiting periods	▶ 30, 60 or 90 days
Benefit periods	<ul style="list-style-type: none"> ▶ 2 or 5 years ▶ To age 65

Valuable features

Waiver of Premiums While on Claim Benefit*

We'll waive premiums while we're paying a monthly benefit.

Future Increase Benefit*

If the insured person's income increases, this feature allows for the sum insured to be increased by up to 15% without having to provide further medical evidence.

Indexation Benefit*

To help ensure cover keeps pace with the cost of living and maintains real value, we automatically increase the Income Protection Cover sum insured and the superannuation contribution sum insured each year by the lesser of 3% or the Consumer Price Index.

Recurrent Disability*

Depending on the chosen benefit period, if the insured person returns to full-time work after receiving a Total Disability or Partial Disability Benefit and they suffer a relapse of the illness or injury within six months, the waiting period will be waived, and the disability claim will be treated as a continuation of the original claim.

Death Benefit*

If the insured person dies while Income Protection Cover is in place, we'll pay a lump sum benefit of \$10,000.

Rehabilitation Expense Benefit

If we're paying a Total Disability or Partial Disability Benefit, we'll pay for the costs of participation in an approved rehabilitation program and/or any equipment we agree is needed for the insured person's rehabilitation.

Optional extras

In addition to the key benefits and valuable features, under certain circumstances an Increasing Claim Option, Income Booster Option and/or Superannuation Contribution Option can be added to Income Protection Cover for an additional cost. See the Encompass Protection PDS for details.



Encompass

PROTECTION

To find out more about Encompass Protection, or for assistance, please contact us:

Sales

To get in touch with a business development manager:

Phone: 1300 576 049

Email: adviser@encompassprotect.com.au

Adviser services

For all administration and commission enquiries:

Phone: 1300 576 049

Email: adviserservices@encompassprotect.com.au

Customer service

For all underwriting, tele-interviewing, new business and policy administration enquiries:

Phone: 1300 476 030 (customers) or 1300 576 049 (advisers)

Email: customer@encompassprotect.com.au

Claims

For all claims enquiries:

Phone: 1300 476 030 (customers) or 1300 576 049 (advisers)

Email: claims@encompassprotect.com.au

Encompass Protection is issued by MLC Limited (MLC Life Insurance) ABN 90 000 000 402 AFSL 230694. Protect Super Plan is a division of OneSuper ABN 43 905 581 638 RSE R1001341, of which the trustee is Diversa Trustees Limited (Diversa) ABN 49 006 421 638 AFSL 235153 RSE L0000635. NEOS Life (NEOS), a registered business name of Australian Life Development Pty Ltd ABN 96 617 129 914 AFSL 502759, provides administrative services in relation to Encompass Protection and the Protect Super Plan on behalf of MLC Life Insurance and Diversa.

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Encompass Protection is subject to product design and distribution obligations. You can find information about the target market for Encompass Protection in the relevant Target Market Determinations (TMDs) available at www.encompassprotect.com.au/TMD

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