

# STATEMENT OF ADVICE WORDING GUIDANCE

Example wording for inclusion in your clients'  
Statement of Advice or Record of Further Advice

**FOR FINANCIAL ADVISER USE ONLY**

16 February 2024



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

## About this document

Thank you for considering Encompass Protection to help meet the life insurance needs of your client. We understand how busy you are, so we've put together this document to assist you in preparing a Statement of Advice (SoA) or Record of Further Advice (RoFA) for your client.

Specifically, this document provides example wording which can be used in an SoA or RoFA to help you describe:

- who we are
- why you've recommended Encompass Protection; and
- the key benefits offered under each Encompass Protection cover type.

We realise that each adviser approaches the development of their SoA or RoFAs differently. While we've tried to accommodate most requirements, we appreciate that there may be some areas where you would like further detail and others where you don't require as much. Should you wish to include additional product details in your SoA or RoFA, we encourage you to refer to the Encompass Protection Product Disclosure Statement and Policy Document (PDS) and the Protect Super Plan Product Disclosure Statement (Super PDS) (as applicable) available at [www.encompassprotect.com.au/PDS](http://www.encompassprotect.com.au/PDS)

Encompass Protection is unable and cannot provide recommendations to you, or on your behalf to your clients. You must make your own professional judgement as to whether the wording examples that follow are appropriate for your client and their SoA or RoFA. We accept no liability for your use of this information.

Before making any decision about Encompass Protection, you and your client should carefully review the Encompass Protection PDS and the Protect Super Plan PDS (as applicable).

### Questions?

Your dedicated Sales Manager is available to help with any questions you may have in relation to this document. To get in touch with an Encompass Protection Sales Manager, please contact:

**Phone:** 1300 576 049

**Email:** [adviser@encompassprotect.com.au](mailto:adviser@encompassprotect.com.au)

This SoA wording examples is current as of 16 February 2024; however, it may be subject to change without notice. Please refer to our website – [www.encompassprotect.com.au/SOA](http://www.encompassprotect.com.au/SOA) – for the latest version.

## Who is Encompass Protection?

Encompass Protection is a life insurance product supported by the operational and servicing strength of NEOS Life (NEOS) and the financial strength and excellence in claims management of MLC Life Insurance.

Encompass Protection is designed to give Australians more choice when it comes to finding the protection they need, at the right price, without sacrificing great customer service or confidence in the claims experience.

While Encompass Protection may be a new brand to you, the businesses and people behind Encompass Protection aren't.

Encompass Protection is issued by MLC Limited and administered by NEOS.

The Encompass Protection vision is, quite simply, to set a new standard in Australian life insurance.



**Passionate people** – who understand the needs of Australians



**Quality products** – helping families protect what's important to them



**Flexible protection** – provided by a combination of cover types and ownership options



**Competitive pricing** – for regular Australians with everyday needs



**Faster decisions** – at time of application and claim



**Australian-based business** – with an Australian-based service centre



**Personal service** – provided by a highly trained and experienced team



**Enhanced claims support** – helping customers before, during and after a claim to live their best lives



**Backed by leading insurer, MLC Life insurance** – to help give confidence at claim time

## NEOS customer service

Encompass Protection is delivered by the market-leading Australian service business, NEOS Life (NEOS).

By placing the customer at the heart of everything they do, NEOS ensures its customers experience an outstanding level of service and personalised support. The Australian-based service team utilises the best-available systems, a 100% digital approach and simple, straightforward processes to provide fast responses and expert support when you need it.

If at any time you would like to speak to NEOS directly to ask a question or update your details, please don't hesitate to contact them on the below details.

**Phone:** 1300 090 188

**Email:** [customerservice@neoslife.com.au](mailto:customerservice@neoslife.com.au)

## Wellbeing support

Because Encompass Protection is insured by MLC Life Insurance, you and your immediate family\* will have access to Vivo. Vivo is a holistic health, wellness and recovery program that provides care and support through life's journey. Vivo does this by supporting your everyday health and wellness, and recovery needs through a range of services.

It's available at no additional cost to Encompass Protection customers. In fact, you and your immediate family members\* can start accessing the following Vivo Virtual Care services today:

- Expert Medical Opinion – an in-depth review of any physical condition from leading global medical experts.
- Nutrition Consult – tailored nutrition plans from a network of dietitians.
- Fitness Consult – tailored exercise plans from a network of exercise physiologists.
- Mental Health Navigator^ – dedicated support for poor mental health from an Australian clinical psychologist or psychiatrist. It is only available for those aged 18 years or older.
- Grief Support – access three one-on-one sessions with a Grief Support Guide to help you navigate caring for someone in their final stages of life. They provide emotional and practical support to manage grief and care with kindness.

\*Your immediate family members include:

- Children (under parental supervision)
- Parents
- Partner
- Partner's parents

Vivo Virtual Care can help with almost any condition from minor to major – you do not need to be seriously ill to use the services. Only excludes acute care (emergency room) cases or dental conditions.

Once you become an Encompass Protection customer, you can use Vivo Virtual Care services to improve your health by speaking with a practising dietitian about improving your nutrition through to speaking with a team of accredited Australian exercise physiologists who can help you set and achieve goals.

Vivo Virtual Care can help with conditions from allergies and migraines, through to nerve and joint pain, as well as critical conditions such as cancer and heart disease. The Expert Medical Opinion service offers you the ability to have your medical case reviewed by the best – without having to leave your home. This service connects you and your family with a network of medical specialists for a second medical opinion.

And for Vivo Virtual Care services (Mental Health Navigator, Expert Medical Opinion, Fitness Consult, Nutrition Consult, Grief Support), your access is completely confidential. Any details you provide, recommendations or plans you receive through these services are kept private between you and the provider.

See how Vivo can support you today, visit [vivowellbeing.com.au](https://vivowellbeing.com.au)

## Claims

If you ever need to make a claim, you can be confident that Encompass Protection will be there for you when you need it most.

All Encompass Protection policies are insured by MLC Life insurance – a leading insurer recognised for its unique combination of financial strength and innovative approach to risk management.

MLC Life Insurance has been around long enough (over 130 years) to build a claims program you can truly rely on.

Vivo is designed to work hand-in-hand with the claims process by:

- providing early intervention support before a claim is needed,
- giving you the support you need when you're on claim, whether it's to help you return to health, return to work, or improve quality of life,
- providing the ongoing recovery support you may need when you're no longer on claim.

If you need to make a claim, you'll be matched with a dedicated claims consultant who'll help you through the process and make things as simple as possible. They'll make sure the insurer gets everything they need to assess your claim carefully and efficiently, so you can focus on getting better.

If you need to make a claim, please don't hesitate to contact myself or Encompass Protection directly at:

**Phone:** 1300 476 030

**Email:** [claims@encompassprotect.com.au](mailto:claims@encompassprotect.com.au)

## Why I recommend Encompass Protection

Life insurance products vary from company to company. It's therefore important to understand how they can be structured to best suit your circumstances and your budget and the different product features, benefits and options that are available.

In making this recommendation, I have evaluated life insurance providers from across Australia and using the latest industry research I have determined that Encompass Protection is the most suitable life insurance product to meet your needs and those of your family.

## Choice of cover types and ownership

Encompass Protection allows you to select a combination of cover types and ownership structures to meet your needs [as we established during our discussion(s)/meeting(s) and completion of your Fact Find/Other].

**I recommend the below cover types and ownership options:**

*Delete the cover types that are not recommended.*

Type of cover	What you're covered for	Recommended ownership
<b>Life Cover</b>	Life Cover provides a lump sum payment if you die or are diagnosed with a terminal illness.	
<b>TPD Cover</b>	Total and Permanent Disability (TPD) Cover provides a lump sum payment if you become totally and permanently disabled in accordance with the TPD definition provided under your policy.	
<b>Critical Illness Cover</b>	Critical Illness Cover provides a lump sum payment if you suffer a Critical Illness.	
<b>Income Protection Cover</b>	Income Protection Cover replaces up to 70% of your income if you're unable to work due to sickness or injury.	

## Choice of structure

Encompass Protection offers a number of options when it comes to structuring your cover. You can hold all your cover types under one policy and your cover may be stand-alone or attached. You can also link cover held under separate policies via linking or splitting. Please see the Encompass Protection PDS available at [www.encompassprotect.com.au/PDS](http://www.encompassprotect.com.au/PDS) for more information.

### **If stand-alone cover is recommended:**

I recommend that [Life Cover and Critical Illness Cover] are set up as stand-alone cover types. This means each cover type will operate independently of any other cover type you may have. In other words, when a benefit is paid for a stand-alone cover type, it won't reduce the sum insured of any other cover type you hold. The reason(s) for recommending this cover are:

- 

### **If attached cover is recommended:**

I recommend that [Life Cover, Total and Permanent Disability (TPD) Cover and Critical Illness Cover] are attached. This means that when a benefit is paid for an attached cover type, the sum insured of the cover types it's attached to will be reduced by the benefit amount paid. This also means that premiums payable on the attached cover types will be reduced accordingly. The reason(s) for recommending this cover are:

- 

### **If linked cover is recommended:**

I recommend that you link your Encompass Protection policy held outside of super with your Encompass Protection policy held inside of super.

This means that when a benefit is paid for a particular cover type, the sum insured of all cover types to which it's linked will be reduced by the amount of the benefit that has been paid. This also means that the premiums payable on the linked cover types will be reduced accordingly. The reason(s) for recommending this cover are:

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### **If split cover is recommended:**

I recommend that you split your cover across two separate policies; one held inside of super and the other held outside of super.

Benefits (or the portion of a benefit) which are consistent with the Superannuation Industry (Supervision) Act 1993 will be held under the policy with ownership inside super. The remaining benefits (or the remaining portion of a benefit) will be held under the policy outside super. The reason(s) for recommending this cover are:

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## Premium structures

Encompass Protection offers a 'stepped' premium structure.

With **stepped premiums**, Encompass Protection re-calculates your premium on each policy anniversary based on the applicable premium rate for your age at that anniversary. This means that stepped premiums will usually increase each year as you get older, if you increase your sum insured or if your sum insured increases as a result of the Indexation Benefit (if applicable).

Premiums rates are not guaranteed and can change.

## Encompass Protection premium discounts

### If the healthy life pricing discount applies:

Encompass Protection offers a 7.5% premium discount on Life Cover, TPD Cover and Critical Illness Cover if you meet the following eligibility criteria:

- BMI between 19 and 28.5 inclusive
- non-smoker in the last 10 years; and
- no medical loadings or exclusions on the cover being applied for.

As you meet the eligibility criteria for the preferred pricing discount, you'll currently receive a 7.5% premium discount on your policy in the first year and subsequent years. Please note the discount is not guaranteed and may be varied or removed at any time. This discount will be reflected in your final premium amount.

### If the multi-cover discount applies:

Encompass Protection offers a 10% premium discount on Life Cover, TPD Cover and Critical Illness Cover when purchased with Income Protection Cover. The discount applies to your final premium after all other discounts and loadings have been applied. If your Income Protection Cover is cancelled, the multi-cover discount will be removed from your Life, TPD and/or Critical Illness Cover.

As you have Income Protection Cover in addition to [Life Cover, TPD Cover and Critical Illness Cover], you're eligible for the multi-cover discount. This discount will be reflected in your final premium amount.

## Encompass Protection standard features

In addition to the benefits and features specific to each Encompass Protection cover type, all Encompass Protection policies include the valuable features listed below. Please refer to the Encompass Protection PDS for the full terms and conditions.

### Guarantee of upgrade

Any future improvements to benefits provided under an Encompass Protection cover type will be made available to you, provided they don't result in an increase in your premium and don't disadvantage you in any way.

Any improvements won't apply to then current claims, or claims resulting from an illness, injury or disability, which occurred before the improvements came into effect.

### Continuity of cover

Encompass Protection guarantees to renew your policy each year until your policy expires or an event occurs that ends your cover, provided you pay your premiums when due. This means your cover won't be cancelled or restricted because of changes to your health.



**Worldwide cover**

With an Encompass Protection policy, you're fully covered, 24 hours a day, in Australia and overseas.

## About Encompass Protection Life Cover

*The below section provides a high-level summary of the available Life Cover benefits that you may wish to include in your client's SoA or RoFA. Should you wish to include further details, please refer to the Encompass Protection PDS.*

*Should you include the below wording in your client's SoA or RoFA, please also include the below statement:*

The following Life Cover benefits apply to your Encompass Protection policy and are subject to the full terms and conditions outlined within the Encompass Protection PDS (issued 6 July 2023). You should read this document before purchasing cover.

### Cover description

Life Cover provides a lump sum payment in the event of your death or terminal illness. This payment is based on the amount of cover you've chosen; also known as your sum insured. Life Cover is available both inside and outside super.

### Core benefits available inside and outside of super

**Death Benefit:** Provides the nominated beneficiaries 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.

**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. Sum insured increases under the Indexation Benefit will increase your premium.

**Future Increase Benefit:** The Life Cover sum insured can be increased after certain specified events without having to provide further medical evidence.

### Core benefits available outside of super only

**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.

**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 benefits (if applicable) available inside and outside of super

**Disability Premium Waiver Option:** allows your Life Cover premiums to be waived if, as a result of illness or injury, for three consecutive months you're:

- totally unable to work in any occupation for which you're suited by training, education or experience
- not earning an income; and
- following the advice of a doctor.

## About Encompass Protection Total and Permanent Disability (TPD) Cover

*The below section provides a high-level summary of the available TPD Cover benefits that you may wish to include in your client's SoA or RoFA. Should you wish to include further details, please refer to the Encompass Protection PDS.*

*Should you include the below wording in your client's SoA or RoFA, please also include the below statement:*

The following TPD Cover benefits apply to your Encompass Protection policy and are subject to the full terms and conditions outlined within the Encompass Protection PDS (issued 6 July 2023). You should read this document before purchasing cover.

### Cover description

TPD Cover provides a lump sum payment if you become totally or permanently disabled. This payment is based on the amount of cover you've chosen; also known as your sum insured. TPD Cover is available both inside and outside super. The definition of total and permanent disability that you can choose is restricted inside super.

### Core benefits available inside and outside of super

**Total and Permanent Disability Benefit:** Provides a one-off lump sum payment if the insured person becomes totally and permanently disabled.

**Indexation Benefit:** To help ensure cover keeps pace with the cost of living and maintain 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. Sum insured increases under the Indexation Benefit will increase your premium.

**Future Increase Benefit:** The TPD Cover sum insured can be increased after certain specified events without having to provide further medical evidence.

### Core benefits available outside of super only

**Specific Loss Benefit:** We'll pay the lesser of 25% of the sum insured or \$500,000 if the insured person suffers the loss of one foot, hand or sight in one eye.

**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 benefits (if applicable) available inside and outside of super

**Disability Premium Waiver Option:** allows your TPD Cover premiums to be waived if, as a result of illness or injury, for three consecutive months you're:

- totally unable to work in any occupation for which you're suited by training, education or experience
- not earning an income; and
- following the advice of a doctor.

**Life Cover Buy Back Option:** allows you to reinstate your Life Cover sum insured if it has been reduced as a result of a claim being paid under your attached or linked TPD Cover, without having to provide further evidence of health, pastimes or occupation.

## About Encompass Protection Critical Illness Cover

*The below section provides a high-level summary of the available Critical Illness Cover benefits that you may wish to include in your client's SoA or RoFA. Should you wish to include further details, please refer to the Encompass Protection PDS.*

*Should you include the below wording in your client's SoA or RoFA, please also include the following statement:*

The following Critical Illness Cover benefits apply to your Encompass Protection policy and are subject to the full terms and conditions outlined within the Encompass Protection PDS (issued 6 July 2023). You should read this document before purchasing cover.

### Cover description

Critical Illness Cover provides a lump sum payment if you're diagnosed with one of the specified Critical Illness Events included under this cover type, and you survive for at least 14 days from the date you suffer the event. Some Critical Illness Events are also subject to an exclusion period, as explained in the Encompass Protection PDS. Critical Illness Cover is not available inside super.

### Core 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).

**Indexation Benefit:** To help ensure cover keeps pace with the cost of living and maintain 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. Sum insured increases under the Indexation Benefit will increase your premium.

**Future Increase Benefit:** The Critical Illness Cover sum insured can be increased after certain specified events without having to provide further medical evidence.

**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 benefits (if applicable)

**Disability Premium Waiver Option:** allows your TPD Cover premiums to be waived if, as a result of illness or injury, for three consecutive months you're:

- totally unable to work in any occupation for which you're suited by training, education or experience
- not earning an income; and
- following the advice of a doctor.

**Life Cover Buy Back Option** (*available if you have Critical Illness Cover attached or linked to your Life Cover*): allows you to reinstate your Life Cover sum insured if it has been reduced as a result of a claim being paid under your attached or linked Critical Illness Cover, without having to provide further evidence of health, pastimes or occupation.

**Critical Illness Cover Reinstatement Option:** allows you to reinstate your Critical Illness Cover sum insured if it has been reduced as a result of a claim being paid under your Critical Illness Cover, without having to provide further evidence of health, pastimes or occupation.

## About Encompass Protection Income Protection Cover

*The below section provides a high-level summary of the available Income Protection Cover benefits that you may wish to include in your client's SoA or RoFA. Should you wish to include further details, please refer to the Encompass Protection PDS.*

*Should you include the below wording in your client's SoA or RoFA, please also include the below statement:*

The following Income Protection Cover benefits apply to your Encompass Protection policy and are subject to the full terms and conditions outlined within the Encompass Protection PDS (issued 6 July 2023). You should read this document before purchasing cover.

### Cover description

Income Protection Cover provides an ongoing monthly benefit when you're disabled as a result of illness or injury.

For Income Protection cover held inside super, if you are unemployed prior to becoming disabled, you 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.

### Core benefits available inside and outside of super

**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.

**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. Sum insured increases under the Indexation Benefit will increase your premium.

**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.

## **Core benefits available outside of super only**

**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 benefits (if applicable) available with inside and outside of super**

**Increasing Claim Option:** if you have been paid a Total Disability or a Partial Disability Benefit for 12 months or more, your monthly benefit (and any monthly Superannuation Contribution option) will be increased by the lesser of 3% and in the Consumer Price Index.

**Income Booster Option:** provides you with an additional 20% of your monthly benefit for six months if you are eligible for a Total Disability or a Partial Disability Benefit.

**Superannuation Contribution Option:** allows you to insure super contributions of up to 10% of your earnings, which will be paid directly to your super fund.