



## Encompass Protection – an overview

**Encompass**  
PROTECTION

## Encompass Protection

Encompass Protection is a life insurance product focused on providing quality protection to everyday Australians.

Issued by MLC Life Insurance and administered by NEOS, it's 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.

Choosing Encompass Protection means you and your clients have chosen:

- ▶ **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

## Healthy life discount

The healthy life discount is available on Life, TPD and Critical Illness Cover for long term non-smokers with a BMI between 19 and 28.5 inclusive with no medical loadings or exclusions on the cover being applied for.



A claims experience with some of the quickest turnaround times in the industry. 

## Structuring your cover

Encompass Protection offers a number of options to structure 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.

## Other features

Our **Future Increase Benefit** allows customers to increase cover following significant life events (e.g. marriage) without underwriting.

Our **Guarantee of upgrade** feature will automatically pass future improvements to terms and conditions, that don't increase your premium, to your client's policy.

The **Indexation Benefit** helps your client's policy keep pace with inflation. If selected, your client's sum insured will automatically increase every year on the policy anniversary by a set percentage.

Our **Disability Premium Waiver Option**, available on Life, TPD and Critical Illness Covers, will waive premiums while your client is not working due to disability, ensuring your client's cover is maintained during this period. Income Protection Cover automatically include the Waiver of Premium While on Claim Benefit.

Please refer to the Encompass Protection Product Disclosure Statement and Policy Document for details of these features.

## Our claims promise

We've partnered with MLC Life Insurance to help deliver a claims experience with some of the quickest turnaround times in the industry. We offer a suite of award winning services that are designed to help customers before, during and after a claim.

If your client needs to make a claim, we'll match them with a dedicated claims consultant who'll help them through the process and make things as simple as possible.

Visit our website for more information about our claims experience at:

**[encompassprotect.com.au/claims-experience](https://encompassprotect.com.au/claims-experience)**



## Product features

Here are some features of Encompass Protection that advisers will value, that may not be included in other approved products.

|                                |  |
|--------------------------------|--|
| <b>Life Cover</b>              | <ul style="list-style-type: none"><li>▶ Included Terminal Illness Benefit – payable when death is likely to occur within two years, aligned with SIS conditions of release</li></ul>   |
| <b>TPD Cover</b>               | <ul style="list-style-type: none"><li>▶ A 'Home Duties' tier in our 'any' and 'own' occupation definitions – to suit clients with changing circumstances</li></ul>   |
| <b>Critical Illness Cover</b>  | <ul style="list-style-type: none"><li>▶ Cover for 40 critical illness events</li><li>▶ Option for 14 partial critical illness events with Critical Illness Plus</li></ul>  |
| <b>Income Protection Cover</b> | <ul style="list-style-type: none"><li>▶ Up to 70% of regular income covered for the life of the claim</li><li>▶ Superannuation Contribution Option available to get an additional 10% of regular income for life of the claim</li><li>▶ Income Booster Option available, providing an additional 20% to the monthly benefit for the first six months on claim</li><li>▶ Supplementary Income Protection Insurance, providing peace of mind for your clients with cover inside super who may be unemployed prior to their disability.</li></ul> |



Designed to give Australians more choice when it comes to finding the protection they need. 



## The NEOS Experience

### NEOS underwriting

- ▶ Fast, fair and friendly underwriting – delivering common-sense and contemporary underwriting decisions that are commercially sound.
- ▶ Our target is to make 80% of decisions within three working days.
- ▶ For advisers, this means more clients covered, lower overheads, improved cashflow and client confidence in the service advisers provide, and we provided. For clients, this means getting the cover they need, quickly, and a much better customer experience.

### NEOS technology and service

- ▶ NEOS provides a 21st century technology solution which is simple, intuitive and highly efficient
- ▶ This means improved turnaround speeds and an easy, streamlined and fast user experience
- ▶ Plus, NEOS Online provides a simple and completely online transfer of ownership capability

### NEOS service

- ▶ A passionate, highly experienced and 100% Australian based team – people who do what they say they will, when they say they'll do it. In addition, each adviser is allocated a dedicated sales manager, underwriter and service consultant
- ▶ Effective, personalised and an empathetic claims experience – delivered by a highly skilled team of claims professionals
- ▶ The NEOS Experience is designed to make an adviser's job easier and their businesses more productive, while providing an outstanding experience to the customer

## Get in touch

We welcome the opportunity to answer any questions you may have about NEOS or Encompass Protection. Please don't hesitate to contact me!

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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](http://www.encompassprotect.com.au/TMD)