



GETTING TO KNOW NEOS PROTECTION

A comprehensive range of life insurance
products to help Australians protect
what's important to them

NEOS
LIFE REINVENTED



Life Reinvented

NEOS PROTECTION

Making sure your client is covered with the right kind of life insurance helps them provide an invaluable gift both to themselves, and their loved ones.

Having the right life insurance gives people the confidence to plan and achieve their life goals, while knowing that should the worst happen, they're protected.

NEOS Protection is a life insurance product designed for that very purpose – to help Australians protect what's important to them. It includes five types of cover – Life Cover, Total and Permanent Disability (TPD) Cover, Critical Illness Cover, Child Cover and Income Protection Cover – allowing you to tailor insurance to the needs of your client and their family.

The following pages provide a summary of the NEOS Protection cover types. For full terms and conditions, please refer to

the NEOS Protection Product Disclosure Statement (PDS) available at www.neoslife.com.au/PDS.

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

Worldwide cover

The insured person is fully covered, 24 hours a day, anywhere in the world.

Guaranteed renewable

We guarantee to renew our customer's plans each year until they expire, provided premiums are paid when due. This means we won't cancel cover, place further restrictions

on it or increase base premiums because of changes to the insured person's health, occupation or pastimes.

Guaranteed upgrade of benefits

Any future improvements to the benefits and features provided under a NEOS Protection cover type will be made available to our customers, provided they don't result in a premium increase and they don't disadvantage our customers 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.



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 families' future.

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

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

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

Key benefits

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.

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 5% or the percentage increase in the Consumer Price Index.

Overview

Minimum entry age	• 18
Maximum entry age	• 75 for stepped premiums • 60 for level premiums
Benefit expiry age	• Plan anniversary after the insured person turns 99 • Plan anniversary after the insured person turns 80, when purchased inside superannuation
Minimum sum insured that can be applied for	• \$50,000
Maximum sum insured that can be applied for	• \$5,000,000 (at cover commencement) • \$5,000,000 (in total over the life of the plan)
Premium types	• Stepped premium • Level premium to age 65 (reverts to stepped after the insured person turns 65) • Level premium to age 70 (reverts to stepped after the insured person turns 70)
Funding options	Life Cover is available both inside and outside of superannuation

Suspending Cover Benefit*

Cover can be suspended for up to 12 months if the insured person is experiencing financial hardship.

Future Increase Benefit*

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

Waiver of Premiums While Involuntarily Unemployed Benefit*

We'll waive premiums for up to three months if the insured person becomes involuntarily unemployed.

Accommodation Benefit

We'll reimburse an immediate family member's accommodation costs by up to \$250 per day if the insured person is confined to bed and a family member has travelled to be with them.

Financial Advice Benefit

If we've paid a Life Cover benefit payment, we'll reimburse up to \$3,000 for the cost of a financial plan from a qualified adviser.

Grief Support Benefit

If we've paid a Life Cover benefit payment, we'll reimburse up to \$1,000 for the cost of grief counselling sessions.

Child's Critical Illness Benefit

We'll pay \$10,000 if a child who is financially dependent on the insured person dies, is diagnosed with a terminal illness or suffers a critical illness event.

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 NEOS 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	• Plan anniversary after the insured person turns 99 • Plan anniversary after the insured person turns 80, when purchased inside superannuation
Minimum sum insured that can be applied for	• \$50,000
Maximum sum insured that can be applied for	• \$3,000,000
Premium types	• Stepped premium • Level premium to age 65 (reverts to stepped after the insured person turns 65) • Level premium to age 70 (reverts to stepped after the insured person turns 70)
Funding options	TPD Cover is available both inside and outside of superannuation
TPD definitions available	• Super • Any occupation • Own occupation • Activities of Daily Living (ADL)
Product structure combinations	• Stand-alone TPD Cover • TPD Cover attached to Life Cover • TPD Cover linked to Life Cover • Split TPD Cover

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

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

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

Death Benefit*

If stand-alone TPD Cover has been chosen, we'll pay \$10,000 if the insured person dies.

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 5% or the percentage increase in the Consumer Price Index.

Suspending Cover Benefit*

Cover can be suspended for up to 12 months if the insured person is experiencing financial hardship.

Future Increase Benefit*

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

Waiver of Premiums While Involuntarily Unemployed Benefit*

We'll waive premiums for up to three months if the insured person becomes involuntarily unemployed.

Accommodation Benefit

We'll reimburse an immediate family member's accommodation costs by up to \$250 per day if the insured person is confined to bed and a family member has travelled to be with them.

Financial Advice Benefit

If we've paid a TPD Cover benefit payment, we'll reimburse up to \$3,000 for the cost of a financial plan from a qualified adviser.

Grief Support Benefit

If we've paid a TPD Cover benefit payment, we'll reimburse up to \$1,000 for the cost of grief counselling sessions.

Child's Critical Illness Benefit

We'll pay \$10,000 if a child who is financially dependent on the insured person dies, is diagnosed with a terminal illness or suffers a critical illness event.

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 Accelerated Life Cover Buy Back Option* can be added to TPD Cover for an additional cost. See the NEOS 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	<ul style="list-style-type: none"> • 18
Maximum entry age	<ul style="list-style-type: none"> • 60
Benefit expiry age	<ul style="list-style-type: none"> • Plan anniversary after the insured person turns 80 • After the insured person turns 70, cover is only provided for loss of independent existence
Minimum sum insured that can be applied for	<ul style="list-style-type: none"> • \$25,000
Maximum sum insured that can be applied for	<ul style="list-style-type: none"> • \$1,000,000 (at cover commencement) • \$2,000,000 (in total over the life of the plan)
Premium types	<ul style="list-style-type: none"> • Stepped premium • Level premium to age 65 (reverts to stepped at the plan anniversary after the insured person turns 65) • Level premium to age 70 (reverts to stepped after the insured person turns 70)
Funding options	<ul style="list-style-type: none"> • Critical Illness Cover is only available outside of superannuation
Product structure combinations	<ul style="list-style-type: none"> • Stand-alone Critical Illness Cover • Critical Illness Cover attached to Life Cover • Critical Illness Cover linked to Life Cover

Critical Illness Cover can include the below key benefits, valuable features and the ability to add optional benefits. All benefits and features are subject to the full terms and conditions outlined within the NEOS Protection PDS.

Key benefits

Critical Illness Benefit

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

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 such as the permanent loss of sight in one eye or they're diagnosed with early stage cancer (if listed under the cover type).

Paralysis Support Benefit

If the insured person suffers paralysis, we'll pay two times the sum insured, up to a maximum of \$2,000,000.

Critical Illness Cover Reinstatement Benefit

If we've made a lump sum payment for a critical illness, under certain circumstances Critical Illness Cover can be reinstated without providing further medical, pastime or occupational evidence.

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 5% or the percentage increase in the Consumer Price Index.

Suspending Cover Benefit

Cover can be suspended for up to 12 months if the insured person is experiencing financial hardship.

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.

Waiver of Premiums While Involuntarily Unemployed Benefit

We'll waive premiums for up to three months if the insured person becomes involuntarily unemployed.

Accommodation Benefit

We'll reimburse an immediate family member's accommodation costs by up to \$250 per day if the insured person is confined to bed and a family member has travelled to be with them.

Financial Advice Benefit

If we've paid a Critical Illness Cover benefit payment, we'll reimburse up to \$3,000 for the cost of a financial plan from a qualified adviser.

Grief Support Benefit

If we've paid a Critical Illness Cover benefit payment, we'll reimburse up to \$1,000 for the cost of grief counselling sessions.

Child's Critical Illness Benefit

We'll pay \$10,000 if a child who is financially dependent on the insured person dies, is diagnosed with a terminal illness or suffers a critical illness event.

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 Accelerated Life Cover Buy Back Option can be added to Critical Illness Cover for an additional cost. See the NEOS Protection PDS for details.



Having the right
life insurance
gives people the
confidence to
plan and achieve
their life goals







CHILD COVER

Child Cover provides a lump sum payment if the insured child dies, is diagnosed with a terminal illness or suffers a critical illness. It provides financial support to help a family concentrate on what's important.

Child Cover includes the below key benefits and valuable features. All benefits and features are subject to the full terms and conditions outlined within the NEOS Protection PDS.

Key benefits

Death Benefit

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

Terminal Illness Benefit

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

Critical Illness Benefit

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

Overview

Minimum entry age	• 2
Maximum entry age	• 15
Benefit expiry age	• Plan anniversary after the insured child turns 19
Minimum sum insured that can be applied for	• \$10,000
Maximum sum insured that can be applied for	• \$200,000
Premium types	• Stepped premium (currently, the same premium rate applies across all ages)
Product structure combinations	• Child Cover can only be applied for in conjunction with Life, TPD or Critical Illness Cover for an adult

Valuable features

Grief Support Benefit

If we've paid a Child Cover benefit payment, we'll reimburse up to \$1,000 for the cost of grief counselling sessions.

Continuation of Cover Benefit

If the insured adult dies or their cover ends for any reason, the insured child's other parent or guardian may continue the Child Cover by moving the Child Cover under their own NEOS Protection plan.

Conversion of Child Cover Benefit

When the insured child approaches the expiry age for Child Cover, they have the option of converting their existing cover to Life Cover without having to reapply or supply medical evidence to us.

Indexation Benefit

To help ensure Child Cover keeps pace with the cost of living and maintains real value, we automatically increase the Child Cover sum insured each year by the higher of 5% or the percentage increase in the Consumer Price Index.

Accommodation Benefit

We'll reimburse an immediate family member's accommodation costs by up to \$250 per day if the insured child is confined to bed and a family member has travelled to be with them.

Suspending Cover Benefit

Cover can be suspended for up to 12 months if the insured adult is experiencing financial hardship.





INCOME PROTECTION COVER

Income Protection Cover replaces up to 75% of the insured person's income if they're unable to work due to illness 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.





Overview

Choice of cover	We offer: <ul style="list-style-type: none">• Income Protection Super• Income Protection Standard• Income Protection Plus
Minimum entry age	• 18
Maximum entry age	• 60
Eligibility requirement	The insured person must be employed and working at least 20 hours per week at the time of application
Expiry ages	<ul style="list-style-type: none">• Plan anniversary after the insured person turns 65 if the chosen benefit period is:<ul style="list-style-type: none">◦ 2 years◦ 5 years; or◦ to age 65.• Plan anniversary after the insured person turns 70 if the chosen benefit period is to age 70
Minimum sum insured that can be applied for	• \$1,500 per month
Maximum sum insured that can be applied for	The maximum sum insured is the lower of \$30,000 (restricted to \$20,000 at plan commencement) and: <ul style="list-style-type: none">• 75% of the insured person's regular income up to \$26,666 per month; plus• 50% of any regular income between \$26,667 and \$46,666 per month; plus• 20% of any regular income greater than \$46,666 per month
Premium type	<ul style="list-style-type: none">• Stepped• Level to age 65• Level premium to age 70
Funding options	Income Protection Cover is available both inside and outside of superannuation
Waiting periods	<ul style="list-style-type: none">• 4, 8, 13 or 26 weeks• 1 or 2 years
Benefit periods	<ul style="list-style-type: none">• 1 or 5 years• To age 65• To age 70
Benefit type	<ul style="list-style-type: none">• Indemnity• Agreed Value• Guaranteed Agreed Value
Product structure combinations	<ul style="list-style-type: none">• Stand-alone• Split



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

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

All Income Protection Cover benefits and features are subject to the full terms and conditions outlined within the NEOS 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 75% of their lost income. Payments 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*

We'll pay a portion of the sum insured each month if the insured person is partially disabled.

Valuable features

Waiver of Premiums While on Claim Benefit*

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

Waiver of Premiums While on Parental Leave Benefit*

If the insured person goes on parental leave, we'll waive premiums for up to three months while they're on leave.

Waiver of Premiums While Involuntarily Unemployed Benefit*

We'll waive premiums for up to three months if the insured person becomes involuntarily unemployed.

Suspending Cover Benefit*

Cover can be suspended for up to 12 months if the insured person is experiencing financial hardship.

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 to us.

Indexation Benefit*

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

Relapse Benefit*

Depending on the chosen benefit period, if the insured person returns to full time work after receiving a Total Disability Benefit or Partial Disability Benefit and they suffer a relapse of the same or related illness or injury within the lesser of six or 12 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 equal to the lesser of six times the monthly benefit and \$50,000.

Flexibility to Reduce Two Year Waiting Period Benefit*

If a two-year waiting period has been selected to complement an existing group income protection policy and that income protection policy ceases, the waiting period can be reduced without the need to supply further medical information to us.





Features only available under Income Protection Standard and Income Protection Plus

Rehabilitation Benefit

To support the insured person's recovery, we'll reimburse any costs associated with rehabilitation - such as specific programs or equipment - up to a maximum of 12 times the monthly benefit.

Elective Surgery Benefit

If a total or partial disability is the result of elective surgery under the advice of a medical practitioner, an operation to improve appearance as a result of illness or injury, or surgery to donate a body organ or bone marrow to another person, the monthly benefit will still be payable.

Specific Injuries Benefit

Regardless of whether the insured person is working or not, a monthly benefit will still be payable if they suffer one of the specific injuries, such as the loss of use of a hand or foot, listed under their cover.

Bed Confinement Benefit

If the insured person is confined to bed for at least three consecutive days during the waiting period, we'll pay 1/30th of the monthly benefit for each day they're in bed.

Family Support Benefit

If as a result of disability, the insured person is totally dependent on a family member for everyday care, we'll help subsidise any loss in that person's income as a result of caring for the insured person. In this instance, we'll pay up to 50% of the monthly benefit.

Home Care Benefit

If the insured person is confined to bed and dependent on a paid professional housekeeper for essential everyday home care needs, we'll pay a benefit to help cover their cost. In this instance, we'll pay up to \$150 each day or 1/30th of the monthly benefit, whichever is less.

Accommodation Benefit

We'll reimburse an immediate family member's accommodation costs by up to \$250 per day if the insured person is confined to bed and a family member has travelled to be with them.

Features only available under Income Protection Plus

Medical Professionals Benefit

Medical professionals are entitled to receive this benefit if they suffer Occupationally Acquired HIV or Occupationally Acquired Hepatitis B or C and this limits their ability perform their role to its full extent. In this instance, we'll pay the lesser of 50 times the monthly benefit and \$1,000,000.

Extended Cover Benefit

Cover can be extended after the insured person reaches the expiry age if they're still working at least 20 hours per week. Some limitations to cover will apply.

Overseas Assistance Benefit

If the insured person is required to return to Australia because of continuing disability, we'll reimburse the cost of the flight by the most direct route - including connecting flights - less any amounts that are reimbursed from another source. This benefit is available if the insured person is totally disabled while outside of Australia for at least a month. The maximum amount payable is three times the monthly benefit.

Child Care Benefit

We'll reimburse any child care costs that are incurred as a result of disability which is over and above what the insured person would regularly pay. We'll pay the lesser of 5% of the monthly benefit, \$500 per month and the actual child care costs.

Optional extras

In addition to the key benefits and valuable features, under certain circumstances an Increasing Claims Option*, Superannuation Contribution Option, Accident Option* and/or a Critical Illness Option can be added to Income Protection Cover for an additional cost. See the NEOS Protection PDS for details.



To find out more about NEOS, or for assistance, please contact us on:

Sales

To get in touch with a Business Development Manager

Phone: 1300 881 756

Email: adviser@neoslife.com.au

Adviser service

For all adviser administration and commission enquiries

Phone: 1300 881 756

Email: adviserservices@neoslife.com.au

Customer service

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

Phone: 1300 090 188 (customers) and 1300 881 756 (advisers)

Email: customerservice@neoslife.com.au

Claims

For all claims enquiries

Phone: 1300 090 188 (customers) and 1300 881 756 (advisers)

Email: claims@neoslife.com.au

NEOS Life (NEOS) is a registered business name of Australian Life Development Pty. Ltd. ABN 96 617 129 914 AFSL 502759. NEOS Protection is issued by NobleOak Life Limited (NobleOak) ABN 85 087 648 708 AFSL 247302. The NEOS Super Plan is issued by Tidswell Financial Services Ltd. (Tidswell) ABN 55 010 810 607 AFSL 237628 as Trustee of the max Superannuation Fund ABN 22 508 720 840, of which the NEOS Super Plan is a division. NEOS provides administration services in relation to NEOS Protection and the NEOS Super Plan on behalf of NobleOak and Tidswell.

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