



BT Protection Plans and Westpac Protection Plans Enhancements Guide

Effective 21 February 2011



Last November we released a market leading suite of products full of innovations. After listening to your feedback we've made further refinements to ensure our offering continues to meet your needs.

You'll discover:

- BT Protection Plans are now able to be structured on and off Wrap
- improved fee structures designed with you in mind
- enhanced product features and benefit innovations
- LifeCentral+ improvements, including Dynamic Applications

This guide has been developed specifically for Westpac Financial Planners and will provide you with all the details you need to understand the innovations. We encourage you to take the time to read through the changes and discuss them with your Business Development Manager.

We look forward to doing business with you.

Designing insurance solutions that are relevant to you and your client

In developing and enhancing our products, service and technology, we undertake in-depth research. This enables us to get to the heart of the life insurance market, into the heads of our customers, to understand what makes them tick and identify what they need and care about. We can then take this knowledge and incorporate it into our life insurance offer, so that we can create products and experiences that our customers want. This is what we call Customer-Centred Design (CCD). CCD is a business model and product development approach that we're extremely proud of. We capture customer insights, refine the ideal interaction and deliver it. The CCD approach is based on true, tangible and fluid market insights that help us conduct business more efficiently, professionally and personally. We adopt CCD across online experiences, service interactions, product design, marketing communications material and physical environments.

BT Protection Plans.

BT Protection Plans, is now a BT branded on and off-platform life insurance offering, which has all the features offered by the Westpac Protection Plans. Having a standalone BT offering will allow you to provide a consistent brand when combining insurance on and off the Wrap platform.

The new BT Protection Plans will provide:

- a single application for BT Protection Plans – on and off platform
- one quote system (LifeCENTRAL+) for policies written on or off Wrap
- consistent pricing between BT Protection Plans and Westpac Protection Plans
- alignment of borderline standard rates, meaning less revised terms
- flexible structures for policies written through Wrap, and
- a 10% discount for policies written through Wrap.



BT Protection Plans Enhancements.

We've passed all the new enhancements from the Westpac Protection Plans to the BT Protection Plans offering. Policies can be held and funded through Wrap and SuperWrap or held off platform personally by a company, trust and other legal entity.

This gives your clients who wish to have their insurance funded through Wrap and SuperWrap all the market leading features of the Westpac Protection Plans including:

- Flexible premium structures (Stepped and Level premiums)
- Multi-policy discounts
- Large sum insured discounts
- Flexible ownership options (Flexible Linking Plus and Income Linking Plus)
- Needlestick Benefit
- Market leading definitions

The new BT Protection Plan offering also gives you the opportunity to provide your clients with a consistently branded product offering in the event that they want some of their protection held on platform via Wrap or SuperWrap and the balance of their protection held off platform.

Multi-Policy Discount – BT Protection Plans

The more policies your clients have with BT or Westpac, the more they'll save.

Not only will your clients get a multi-policy discount if they hold more than one Westpac Protection Plans policy we'll also provide them with a multi-policy discount if they hold more than one BT Protection Plans policy.

The multi-policy discount will apply where the client holds more than one policy in a particular Brand regardless of payment option. The multi-policy discount does not apply to policies held across different brands.

For example, if a client holds a Westpac Protection Plans policy, and a BT Protection Plans policy paid through Superwrap they are not eligible for a multi-policy discount. However if they hold a BT Protection Plans policy paid via credit card and another paid through SuperWrap they receive the benefit of the multi-policy discount.

10% Discount for Life on Wrap

We're giving your clients a 10% discount on policies written via Wrap and SuperWrap. The discount is designed to encourage your clients to take up a comprehensive advice offering incorporating both investment and insurance solutions.

Flexible and innovative insurance.

Market leading products that we've just made better.

Living Benefit Enhancements

We've made further enhancements to our Living Benefit, including:

- the Child Support Benefit
- additional specified medical events
- enhanced definitions

These enhancements ensure our Westpac Protection Plans and BT Protection Plans remain a comprehensive life insurance solution for your clients.

Child Support Benefit



(with Living Benefit)



(with Flexible Linking Plus)



This is a new feature we've added to our Living Benefit which provides a lump sum benefit of \$10,000 for clients whose children suffer a traumatic event.

The Child Support benefit will be paid in the event a dependant child (aged 2-16) dies or suffers a children's medical event.

The children's medical events covered are:

- Aplastic anaemia
- Benign brain tumour
- Blindness
- Brain damage
- Cancer
- Cardiomyopathy
- Encephalitis
- Kidney failure
- Loss of limbs
- Loss of speech
- Loss of hearing
- Major head trauma
- Major organ transplant
- Meningitis
- Meningococcal septicaemia
- Paralysis
- Stroke
- Terminal illness

Living Benefit definitional enhancements

We've made improvements to the following definitions:

- Cancer – skin cancer provides for evidence of ulceration as a diagnostic measure
- Prostate Cancer (Major Treatment) – allows for full payment on diagnosis of T1c

In addition we've added three new specified medical events to our Living Benefit Plus option:

- Severe Osteoporosis
- Carcinoma in situ of the perineum, penis or testicle (advancement)
- Systemic lupus erythematosus (SLE) with lupus nephritis (advancement)

Income Protection Benefit enhancements

We've made improvements to the waiting period on our Income Protection Plus policies for occupation categories AA, A, P and S making it easier for clients to receive a Total Disability Benefit. The Insured Person can now be partially disabled during the waiting period and still qualify for the Total Disability Benefit.

Other enhancements

We've made a number of other enhancements that affect a number of the policies offered through the BT and Westpac Protection Plan offerings including:

- improved injury definition
- added or offered enhanced terms for over 150 occupations
- mandatory medical and financial requirements

Injury definition

We have enhanced the injury definition by removing the requirement for an injury to be caused by "an external traumatic occurrence".

IP Occupation Enhancements

We've added or offered enhanced terms to over 150 occupations. As a result of the changes, 47 occupations which we previously could not offer cover to can now be offered protection, and 53 new occupations have been added.

Streamlined Medical Requirements

We've created efficiencies through changes in medical requirements, including:

- simplification of the medical requirement calculation
- only requiring an extended medical attendants report (EMAR) for higher sums insured
- replacing the requirement for a medical exam (MEDXAM) to be conducted with a quick check (QCHECK) in the majority of cases

Improved Financial Requirements

We've relaxed a number of our financial requirements with:

- higher income multiples for death and living insurance
- reduced financial requirements on lump sum and income protection products
- increased monthly limits for income products

We're providing greater flexibility in terms of remuneration for you. In November 2010 we launched a range of new commission options. To ensure you have the flexibility you need with your remuneration options we're introducing a fee for service based remuneration option, the 'Advice Service Fee'.

Detailed information about all of your remuneration options can be found in the Westpac Protection Plans Adviser Guide. Please speak to your Practice Manager for confirmation of which options are available to you.

Advice Service Fee

The Advice Services Fee allows you to charge on a fee for service basis and has the following features:

- you and your client can negotiate any dollar value for the services you provide. The fee is in no way linked to the life insurance premium that your client pays
- the fee collected from your client will include GST and this is passed on in full to you
- the Advice Service Fee paid during the first year (upfront fee) may differ from the fee which is paid for ongoing services (ongoing fee)
- the upfront fee will be paid as a lump sum by your client. The ongoing fee is paid at any frequency selected by your client
- you and your client may elect to increase the ongoing fee with CPI
- the fee ceases when all your client's policies are no longer in force, and
- you or your client can cancel the Advice Service Fee.

The Advice Service Fee will be set out in a separate schedule for your client, which will be provided each year on the review date. This schedule will itemise the amount payable by your client (inclusive of GST).

Note: Not able to be debited from SuperWrap. Advice Service Fee through SuperWrap can be charged via Flexi-Linking.

Digital innovation.

We're committed to assisting you to continuously improve your productivity and efficiency and give you more time to advise your clients.

We introduced LifeCENTRAL+ in November 2010 and have made additional enhancements including:

- enabling quotes and applications for BT Protection Plans meaning you have a single quote engine, no matter the payment mechanism
- making refinements to the underwriting engine to improve the cleanskin rate
- the addition of quick reports
- introducing dynamic applications.

Quick Reports

We've added a number of standardised commonly used reports which can be quickly generated at the click of a button, including:

- All Suspense
- All In Force
- All Clients
- Upcoming Renewals

Once generated, the reports can be exported to a PDF report format for printing and emailing.

LifeCENTRAL+ Dynamic Applications

LifeCENTRAL+ has been upgraded to produce a dynamically generated paper based application form tailored to the client's individual circumstances.

Dynamically generated applications allow personal details to be entered online and pre-populated into the dynamic application. It also tailors questions according to the cover selected. For example, income details are only requested if Income Protection or Business Overheads are selected.

The form generated highlights all the required sections to that have been completed and which sections are incomplete as well as packaging up all the required forms to be completed. This means there's less chance a form or question is missed resulting in less rework and a more efficient process for you and your clients.



Application Form

BT Protection Plans

25 January 2011

The premium's quoted is indicative only and subject to confirmation by the insurer. The quote (which is not an offer of insurance) may be based on loadings provided by your adviser, which are estimates only. Please refer to the product disclosure statement and policy document for full details of the insurance and the terms and conditions which apply.

Please read before signing this form

This Application Form forms part of the BT Protection Plans Product Disclosure Statement and Policy Document (PDS), current at the date of this application. Before you complete this Application Form please read:

- the section titled 'Protection of your privacy' in the PDS, and
- your duty of disclosure in the PDS.

Office use: NC 1, CF 0.95

Policy Group 1 - (Non Super)

Life insured

Bob Down

4-Feb-1974

Application Checklist

Details of lives insured

Bob Down

Incomplete

Policy Group 1

Section: Policy group details

Complete

Section: Policy ownership details

Incomplete

Section: Mailing address

Incomplete

Section: Nomination of beneficiaries

Incomplete

Section: Payment details

Incomplete

Section: Benefit details

Complete

Section: ASF details

Incomplete

Section: Application declaration

Signature required

Life Insured - Bob Down

Section: Personal Statement

Incomplete

Section: Declaration

Signature required

We're building on a new era of life insurance, and we want you to be an active, profitable part of it.

To make your life (and selling it) easier, we've further enhanced the industry's most innovative insurance offering, including:

- An on and off platform BT branded product offering
- a continued investment in technology and the best online planner experience
- flexible commission and remuneration options giving you more control
- products that let you be competitive, clever, and confident
- flexible super and non-super structures, and
- guaranteed upgrades.

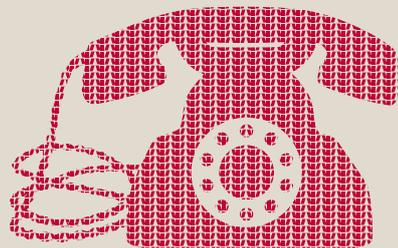
Where do you get assistance?

Ask your Business Development Manager

Call the Planner and Planner Relations Line on 1300 362 012 and speak to a dedicated consultant or arrange to talk to Life specialists and underwriters to discuss complex issues

Visit LifeCentral <https://lifecentral.btfin.com/lifecentral/home/policyTracker.htm>
for user notices and updates

Thank you. We look forward to working with you.



The Insurer is Westpac Life Insurance Services Limited ABN 31 003 149 157, Australian Financial Services Licence (AFSL) Number 233728.

The issuer for all products, except for Term Life as Superannuation, is the Insurer. For Term Life as Superannuation, the issuer is Westpac Securities Administration Limited (WSAL) ABN 77 000 049 472, AFSL Number 233731, RSE Licence Number L0001083.

The trustee of Term Life as Superannuation is WSAL which is part of the Superannuation Division of Westpac MasterTrust (the fund) ABN 81 236 903 448, SFN 281412, SPIN WFS0112AU, RSE Licence Number R1003970.

This information is for planner use only and is not to be given to customers. Information provided is a brief overview only. Please refer to the current Westpac Protection Plans Product Disclosure Statement and Policy Document (PDS) for full details of the policy features, benefits and conditions.