

MAJOR ILLNESS PLAN

PRODUCT DISCLOSURE STATEMENT

Product Disclosure Statement
Issued by TOWER Australia Limited

27th July 2009

Insuranceline Pty Ltd
Australian Business Number (ABN) 39 084 666 017
Australian Financial Services Licence (AFSL) 243260



**All Enquiries and Correspondence
Call 13 55 65**

InsuranceLine Pty Ltd
Reply Paid 62, Carlton South VIC 3053
(no postage required)

Product Disclosure Statement

The Major Illness Plan Product Disclosure Statement is issued 19th June 2007, by the insurer TOWER Australia Limited, 80 Alfred Street, Milsons Point, NSW 2061, ABN 70 050 109 450, AFSL 237848.

From time to time updates about this product which are not materially adverse to you may be found on the InsuranceLine website at www.insuranceline.com.au and if you request a paper copy of any updated information, this will be provided to you without charge.

The information in this Product Disclosure Statement includes general advice only. It does not take into account your individual objectives, financial situation or needs. You should consider the appropriateness of this product having regard to your objectives, financial circumstances and needs.

The Major Illness Plan is promoted by InsuranceLine Pty Ltd, Level 3, 4 Martin Place, Sydney, NSW 2000, ABN 39 084 666 017, AFSL 243260.

The Major Illness Plan
is insured by
TOWER Australia Limited



The Major Illness Plan
is promoted by
InsuranceLine Pty Ltd



Who can apply?

All permanent Australian residents between the ages of 16 and 55 can apply. You will need to answer some medical and lifestyle questions.

How do I apply?

There are 4 easy ways you can apply.

Please choose the option which suits you:

- Call 13 55 65 and apply over the phone between 8am and 8pm AEST, or
- Complete the application form then:
 - mail to Reply Paid 62, Carlton South VIC 3053 or
 - fax to 1800 730 099 or
 - scan and email to insuranceline@insuranceline.com.au

What am I covered for?

Once accepted for the Major Illness Plan you'll be covered for the 6 major conditions listed below, plus terminal illness and death.

Claims will be paid upon satisfactory diagnosis of:

- Cancer
- Heart Attack
- Stroke
- Coronary Artery Bypass Surgery
- Paralysis
- Permanent Incapacity

Please refer to the table on pages 5 and 6 for full definitions of what is and what isn't covered.

What's not covered?

To keep our premiums as low as possible, a couple of exclusions apply;

- self inflicted injury at any time is not covered, and
- suicide within the first 13 months is not covered.

Please refer to the table on pages 5 and 6 for full definitions of what is and what isn't covered.

How much cover can I get?

You can apply for cover up to \$100,000 per person.

Where and when am I covered?

Cover provided is worldwide, 24 hours a day up to age 69, at which time your policy will cease.

What are the waiting periods?

The Major Illness Plan has a 90 day waiting period for cancer, heart attack, stroke and coronary artery bypass surgery. This means that you cannot claim where the condition occurred, was diagnosed, or the circumstances leading to the diagnosis became apparent, within the first 90 days.

If I cancel my policy, will I get any money back?

You get 30 days to make sure you are 100% happy with the policy. If not, simply return it for a full refund – there's no risk to you! The Major Illness Plan is not a savings plan, so if you cancel after the first 30 days you will not get any money back.

How much does it cost?

Premiums depend on the amount of cover you apply for, your age, gender, health, and whether or not you smoke. The minimum premium is \$2.95 a week, and you can choose to pay fortnightly, monthly, or annually. Discounts apply if you cover more than one person or if you pay annually. The easiest way to get a personalised quote is to call 13 55 65.

What questions will I be asked?

The application process includes some simple questions about your occupation, pastimes and health background. As long as you answer these truthfully and completely, then any future claims will be processed more quickly - even if your lifestyle and health changes. So you'll be covered by a policy that provides real peace of mind and more certainty.

Are my premiums tax deductible?

Generally, the premiums paid will not be tax deductible nor will any payout be assessable for income tax purposes. The taxation information in this Product Disclosure Statement is based on the continuation of present laws and their current interpretation and is a general statement only.

When will my premiums change?

The premium rates will be provided with your policy documentation, so you can budget from year to year. The underlying premium rates are not guaranteed, but once your cover has started, you'll never be singled out for a premium rate increase, and any increase will be applied to all policyholders to which the same premium rate table applies, with 30 days written notice.



Premiums increase;

- as the life insured moves to the next age band,
- if you increase cover,
- if you add another person to your Plan.

Unless otherwise requested, your cover also increases each year, by the change in the CPI or 5%, whichever is greater, to allow for the automatic adjustment for inflation. As you'd expect your premiums increase. This means your payout remains relevant to your future financial requirements.

What happens if I don't pay my premiums?

The cover provided by the Major Illness Plan will cease. You will be informed in writing when your cover has ceased if this is the case. It's important to let us know immediately if you cannot pay a premium, so we can help to work out an alternative arrangement.

How do I claim?

Simply call InsuranceLine on 13 55 65 and request a claim form (or download a claim pack from www.insuranceline.com.au). All you have to do is return it with the relevant information. InsuranceLine and TOWER will guide you from there.

TOWER will need confirmation of diagnosis by a relevant medical practitioner, including the results of any tests, which can be checked against your medical history. Once a claim has been paid, all cover for that life insured ceases, but cover continues for any other life insured remaining on the same policy.

Your satisfaction is important

Upon issue of your policy you will receive a Policy Document and a Policy Schedule, together with your Confirmation of Application. You should read these documents carefully to ensure they accurately reflect your situation, and then keep them together in a safe place.

Who do I contact if I have a query?

On behalf of TOWER, InsuranceLine also administers the products it promotes under a separate agreement. The service provided is flexible to your needs. If you have any billing issues, or wish to change your level of cover, add a second person or any other queries, please call InsuranceLine on 13 55 65.

Who do I contact if I have a complaint?

On behalf of TOWER, InsuranceLine will also try to resolve any issues you may have in the first instance. Please refer to the Financial Services Guide for the complaints processes.

Definitions of Insured Conditions

	Explanation	Evidence Required
Cancer means	The presence of one or more malignant tumours.	This requires the malignant tumour to be characterised by the uncontrolled growth and spread of malignant cells and the invasion and destruction of normal tissue. *Carcinoma in situ of the breast is covered if it results directly in the removal of the entire breast. The procedure must be performed specifically to arrest the spread of malignancy, and be considered the appropriate and necessary treatment.
Heart Attack means	The occurrence of an acute myocardial infarction, which means the death of a portion of heart muscle due to inadequate blood supply.	This requires clear evidence of: <ul style="list-style-type: none"> • New electrocardiograph (ECG) changes associated with myocardial infarction, and • The elevation of biochemical markers (such as troponin or cardiac enzymes) of myocardial necrosis. If the above tests are inconclusive, consideration will be given to any other medical evidence in support of a diagnosis.
Stroke means	A cerebrovascular event producing neurological deficit, which means the malfunction of the brain due to bleeding or a blood clot on the brain.	This requires clear evidence on a CT, MRI or other appropriate scanning device of an: <ul style="list-style-type: none"> • infarction of brain tissue caused by intracranial and/or subarachnoid haemorrhage, or • embolisation from an extracranial source.
Coronary Artery Bypass Surgery means	Bypass grafting surgery performed to correct or treat coronary artery disease.	As per explanation
Paralysis means	The total and permanent loss of function of 2 or more limbs.	This requires permanent damage to the nervous system due to sickness or injury. This includes, but is not limited to, quadriplegia, paraplegia, diplegia and hemiplegia.
Permanent Incapacity means	The loss of ability to look after yourself.	This requires the total and irrecoverable loss of ability to perform at least 2 of the following activities without the physical assistance of another person. <ul style="list-style-type: none"> • Bathing - the ability to shower and bathe; • Dressing - the ability to put on and take off clothing; • Toileting - the ability to get on and off, and use, the toilet; • Mobility - the ability to get in and out of bed and a chair; • Feeding - the ability to get food from a plate into the mouth.



Conditions Not Covered

The following tumours are excluded:

- Tumours showing the malignant changes of carcinoma in situ (including cervical dysplasia CIN-1, CIN-2 and CIN-3) or which are histologically described as premalignant*;
- All skin cancers, unless there is evidence of metastases;
- Melanoma of the skin at Stage 1A (tumour thickness of less than or equal to 1.00mm, Clark level II or III, without ulceration);
- Prostatic cancers which are histologically described as TNM Classification T1 or are of another equivalent or lesser classification, unless resulting in the surgical removal of the prostate;
- Papillary Micro-Carcinoma of the Thyroid or Bladder; and
- Chronic Lymphocytic Leukaemia less than Rai Stage 1

The following are excluded:

- Non-cardiac chest pain, and
- Angina, which is a more common but temporary heart condition with no death of the heart muscle.

The following are excluded:

- Transient ischaemic attacks,
- Reversible neurological deficit,
- Cerebral symptoms due to migraine,
- Cerebral injury resulting from trauma or hypoxia, and
- Vascular disease affecting the eye, optic nerve or vestibular functions.

Call 13 55 65
for more information
about the
Major Illness Plan

External dispute resolution service for General Insurance risk products

Upon issue of your policy you will receive a policy document and a policy schedule. You should read these documents carefully and keep them together in a safe place. If at any time you have a dispute or complaint about your policy please contact the InsuranceLine Customer Service Centre in the first instance on 13 55 65 or in writing to Reply Paid 62, Carlton South, VIC 3053. Should you wish to escalate your complaint please ask to speak to the Complaints Officer who will handle your matter personally. InsuranceLine will be acting on behalf of TOWER in addressing any complaint relating to the policy. If you feel your complaint is not resolved within 45 days of reporting it to InsuranceLine, you may refer your complaint to an external dispute resolution service - the Financial Ombudsmen Service (FOS) - on 1300 780 808 or in writing to GPO Box 3, Melbourne, VIC 3001. To use this external free service you must have first used the above internal dispute resolution service.

How to contact us

Please note that for legal purposes and quality control, all phone calls are recorded. If you do not wish to have your call recorded, please tell us at the start of the call. In this case, we may request that your communication be put in writing.

Phone: 13 55 65

Fax: 1800 730 099

Mail: InsuranceLine, Reply Paid 62,
Carlton South VIC 3053

Email: insuranceline@insuranceline.com.au

Web: www.insuranceline.com.au





Promoted by

insuranceline
We're just a phone call away

MAJOR ILLNESS PLAN

Application Form

Unless otherwise advised: A policy covering one life insured will be owned by that life insured.
A policy covering two lives insured will be jointly owned by those two lives insured.

Need any help completing this form?

13 55 65 8am ~ 8pm

Major Illness Plan is promoted by InsuranceLine Pty Ltd. ABN 39 084 666 017. AFSL 243260. Major Illness Plan is insured by TOWER Australia Limited. ABN 70 050 109 450 AFSL 237848.

When you complete this application form and until it is accepted, you are required to disclose all information relevant to TOWER's decision to provide you with insurance cover. This also applies if you vary, or re-instate your policy. Failure to comply with this duty of disclosure may prejudice your rights under this policy. Before signing this application, please read the Product Disclosure Statement. It will help you understand the product.

Personal Details

Your Details

Mr Mrs Miss Ms Other Date of Birth / /

First name Surname

Postal address Postcode

Telephone day () evening () mobile Email

Have you smoked in the last 12 months? Yes No If yes, do you smoke more than 30 cigarettes per day? Yes No

What is your height? What is your weight?

What is your Occupation? What is your Industry?
(use your next Occupation and Industry if changing in the next 3 months.)

Are you a permanent resident of Australia? Yes No Have you ever applied for trauma or critical illness insurance before? Yes No

Partner Details (If applying for cover)

Mr Mrs Miss Ms Other Date of Birth / /

First name Surname

Have you smoked in the last 12 months? Yes No What is your height? What is your weight?

What is your Occupation? What is your Industry?
(use your next Occupation and Industry if changing in the next 3 months.)

Are you a permanent resident of Australia? Yes No Have you ever applied for trauma or critical illness insurance before? Yes No

Cover Required

You: \$25,000 \$50,000 \$75,000 \$100,000 Other (up to \$100,000) \$

Partner: \$25,000 \$50,000 \$75,000 \$100,000 Other (up to \$100,000) \$

Medical History and Lifestyle History

Personal Details (of lives to be insured)

Disclosure of your personal details and lifestyle, may not automatically disqualify you. We may simply ask for further information.

Q1 Do you currently engage, or intend to engage, in any of the following pursuits? Please tick for each pursuit

- Aviation (except as a fare paying passenger on a recognised airline) You: Yes No Partner: Yes No
- Other sky activities (such as skydiving, parachuting, hang gliding) You: Yes No Partner: Yes No
- Motor sports, diving, climbing or caving You: Yes No Partner: Yes No

Q2 Have you ever had or received medical advice or treatment for any of the following? Please tick for each condition

- Chest pain, high blood pressure, heart attack, stroke, any heart or blood vessel disorder You: Yes No Partner: Yes No
- Cancer, melanoma, tumour, cyst, lump or growth of any kind You: Yes No Partner: Yes No
- Diabetes, hepatitis or any disease or disorder of the kidney, liver, bowel, stomach You: Yes No Partner: Yes No
- Asthma, or any other respiratory disease You: Yes No Partner: Yes No
- Mental or nervous disorder including anxiety, depression or stress You: Yes No Partner: Yes No
- Paralysis You: Yes No Partner: Yes No

Q3a Apart from the conditions listed in Q2, have you ever seen a doctor or other health professional, or been prescribed medication, for any other condition which has lasted more than 14 days?

You: Yes No Partner: Yes No

Q3b Do you intend seeking or have you been advised to seek, medical advice or treatment for any current medical concern, or are you awaiting the results of any medical tests/investigations?

You: Yes No Partner: Yes No

If you answered "Yes" to any question, please provide full details below. This should include all treatments, medications and the names of all health professionals consulted. You may wish to attach additional information which will assist in your application being processed promptly.

Medical History and Lifestyle History (continued)

Q3c Have you or your partner's (if your partner is also applying for cover) biological mother, father, or any sister or brother been diagnosed prior to age 65 with any of the following? Please ensure you answer each question.

- | | | | | | |
|---------------------------------|---|---|---|---|---|
| • Cancer | You: <input type="checkbox"/> Yes <input type="checkbox"/> No | Partner: <input type="checkbox"/> Yes <input type="checkbox"/> No | • Huntington disease, other neurological diseases, such as multiple sclerosis motor neuron disease or Parkinson's disease | You: <input type="checkbox"/> Yes <input type="checkbox"/> No | Partner: <input type="checkbox"/> Yes <input type="checkbox"/> No |
| • Kidney disease | You: <input type="checkbox"/> Yes <input type="checkbox"/> No | Partner: <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| • Heart disease or heart attack | You: <input type="checkbox"/> Yes <input type="checkbox"/> No | Partner: <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |

If you or your partner ticked "Yes" in any of the boxes above, please provide the details below.

	Name of condition	Age at diagnosis	Relationship to you
You:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Partner:	<input type="text"/>	<input type="text"/>	<input type="text"/>

Lifestyle Declaration (by each Life to be Insured)

To the best of my knowledge, I am not infected with HIV (the virus that can lead to AIDS) nor am I carrying the antibodies to HIV. Also in the last 10 years I have not:

- had sex with someone I know or suspect to be HIV positive,
- (males only) engaged in male to male anal sexual intercourse,
- worked as, nor engaged in sex with, a prostitute,
- received medical advice or treatment for drug abuse or alcohol dependency, or
- taken any drug other than as medically directed.

You: I agree I disagree Partner: I agree I disagree

Your Banking Details

Payment Frequency (Tick one payment frequency and provide relevant details)

- Fortnightly on Mon Tues Wed Thu Fri with 1st payment starting on / / (enter a date within the next 14 days)*
- Monthly on (enter 1st to 28th of each month)*
- Annually

* When your application is processed, if your 1st nominated payment date has passed, we will select the next available date for the first payment only.



Payment Method (Tick one box and provide relevant details)

- Direct Debit Credit Card Cheque (Annual payment only. All cheques are to be made payable to TOWER Australia Limited)

Credit Card Payments

I authorise the debit of my premiums from my: Visa MasterCard Expiry: /

Account name: Card number:

Direct Debit Request

I request and authorise National Australia Bank Limited (BSB: 082057) to directly debit my premiums from my account detailed below,

in favour of TOWER Australia Limited (User Number: 245397) using the direct debit system. BSB number: (Your branch number)

Name and address of Bank/Financial Institution:

Account name: Account number:

Declarations (Please sign below)

I/We hereby apply for the Major Illness Plan. I/We have received a Financial Services Guide from InsuranceLine and have read the Product Disclosure Statement issued by TOWER Australia Limited. I/We understand that neither InsuranceLine nor TOWER have considered my/our financial situation, needs or objectives and I/we have taken this and the Product Disclosure Statement provided into consideration before acting on their advice about acquiring or holding the Major Illness Plan.

I/We declare that I/we have read and understood all the questions I/we have been asked, and that my/our answers and statements are true and complete to the best of my/our knowledge and belief. I/We also understand that TOWER is entitled to rely on the information I/we have provided when issuing a policy. I/We further understand that my/our failure to provide or disclose any material information may prejudice my/our rights, or the rights of any other person under this policy, and that the effect of non-disclosure or misrepresentation may be that the Policy is voided or cover adjusted. I/We authorise TOWER Australia Limited (user number 245397) to debit my/our premiums from either my credit card or through the direct debit system, according to whichever authorisation is completed above. If using the direct debit system, I/we confirm that I/we have read the Direct Debit Request Summary and that I/we have the authority to make these payments.

By completing this application form, you agree to allow InsuranceLine to contact you from time to time, in relation to the products we offer until you tell us otherwise. If you do not want to receive any further information on other products or services offered by InsuranceLine or TOWER, please call 1800 999 234 or write to InsuranceLine, Reply Paid 62, Carlton South VIC 3053 (no postage required).

Please ensure all lives insured, the policy owner and the necessary account signatory(ies), sign here;

Sign here Date: / /

Sign here Date: / /

INSURED BY



how to return your application form

mail FREE post
Reply Paid 62
Carlton South VIC 3053

FREE fax
1800 730 099

local phone
13 55 65
complete your policy over the phone