

# In force Protection Plan policies pricing review 2024

## Frequently Asked Questions (FOR ADVISER USE ONLY)

### Background

As the needs of Australians change, we remain committed to ensuring your clients continue to receive cover and peace of mind for years to come. Our recent review shows that our anticipated future claims costs are higher than expected. As a result, we have had to increase our premium rates to ensure we can continue to support your clients when they need us most at claim time. We continue to remain committed to providing affordable, competitive, and trusted cover, offering options and the flexibility to make adjustments as your clients' needs change.

Following this review, premium rates for Total and Permanent Disablement (TPD) and Living Insurance held under Protection Plans policies will increase from 1 February 2024.

### What products are being impacted by the premium rate increases?

The table below outlines the premium rate increases that will apply across each cover type. They will apply to both stepped and level premiums. The adjustments will take effect from your clients' next policy review date on or after 1 February 2024:

Policy and Benefit type (includes optional benefits attached to that benefit)	Product Disclosure Statement issue date	Percentage increase
Standalone TPD and Additional TPD under a Term Life Policy	– <b>Protection Plans*</b> – between March 1998 and November 2010	8%
	– <b>Protection Plans* and BT Protection Plans Reserve</b> – from November 2010 onwards	8% or 15.7% for sums insured of \$1 million or more
Standalone Living	– <b>Protection Plans* and BT Protection Plans Reserve</b> – from March 1998 onwards	14.5%
Additional Living under a Term Life Policy	– <b>Protection Plans* and BT Protection Plans Reserve</b> – from March 1998 onwards	7%

\* Includes all brands of Protection Plans (BT, St.George and Westpac)

### What benefits are not impacted by this pricing review?

Term (death cover) and Income products (including Income Protection, Business Overheads and Key Person Income) are not part of this pricing review. Therefore, no premium rate increases will be made to these types of benefits your clients may hold.

### Will the premium rate changes be reflected in annual renewals from 1 Feb?

Renewal letters are sent to customers 45 days in advance of their renewal date. Their new premium will reflect any premium rate changes unless a rate guarantee period applies. If a rate guarantee period applies, premium rate increases will be reflected in future renewals following expiry of the guarantee.

## When is the effective date of the new pricing for existing policies?

The increase will be applied at your client's next policy review date on all existing policies (after their 2-year premium guarantee has expired, if applicable) due for renewal on or after **1 February 2024**.

## How will my existing clients be notified?

- Existing policyholders will receive a Significant Event Notice (SEN) letter with the increase at least 3 months prior to their policy anniversary.
- Notice letters will provide your clients with the percentage (%) increase/s for each benefit based on the policy details available at the time the letter was generated.
- Log on to the **TAL Adviser Centre (TAC)** for a list of your impacted clients (see details below).

PLEASE NOTE: The new premium amount will only be reflected in your clients' Renewal Summary/s, which are mailed 45 days prior to the policy review date.

1

### Significant Event Notification (SEN) Letter

3 months before review date  
(Commencing 19 October 2023)

2

### Renewal Summary

45 days before review date.

3

### New Premium

Starts on Review date

## Will you be able to manage all the quotes that I may need for my clients as a result of the premium rate change?

Yes, our policy services team will be ready to assist you with any quotes or alterations. Please send a request to our Quotes team: [btlifequotes@tal.com.au](mailto:btlifequotes@tal.com.au).

## My client pays level premiums, why have their premium rates been increased?

Premium rates for stepped or level premiums may change following a pricing review. As part of this review, we've needed to increase premium rates due to our anticipation of higher than expected future claims costs. This is the case whether your client/s have chosen stepped premiums or level premiums.

## Why has my client received multiple SENs?

Portfolio owners will receive one SEN per policy detailing all lives insured affected by the new rates. Clients with multiple policies will receive multiple SENs.

## Can I move my clients from Protection Plans to Accelerated Protection?

Transfer terms, also known as modified underwriting arrangements, are available in some circumstances.

Terms and conditions apply. For full details refer to the TAL Accelerated Protection Adviser Guide.

## When will customers altering or replacing cover experience the new rates?

Changes to existing in force policies (sum insured/benefit changes) will experience the new rates at the policy's next review date on or after 1 February 2024.

Starting from February 1, 2024, any quotes generated for replacements and continuations will be based on the new rates. All quotes and completed applications that are not submitted by close of business January 31, 2024 will be subject to the repriced rates upon completion and amended terms may be issued.

## If customers have a Premium Rate Guarantee, when can they expect to get the premium increase?

The increase will be applied at the customer's next policy review date after their 2-year premium guarantee has expired. Any increase in the premium rates during the premium guarantee period will be deferred until (and applied with effect from) the 2nd review date of their policy.

The SEN will indicate the effective date of the premium increase.

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## How will I know which clients have been impacted and when?

A **Reprice Report** will be available for you to download in the **TAL Adviser Centre (TAC)** from 20 October 2023. A **Quick Reference Guide** is also available to help you navigate this report.

This report will include a list of your impacted clients, policy numbers, review date, and premium rate increase percentage based on your client's policy details available at the time the report was generated.

The first report will cover clients with a review date in the month of February 2024 and will be refreshed every month thereafter.

## What other support material is available?

The **Affordability Guide for Advisers** located in the TAL Adviser Centre has valuable information to help support your clients with the changes with their premiums.

## Is there further information available that I can direct my clients to?

In addition to the ongoing conversations and support you are providing; your clients can find out more about premiums and affordability options via our web page [btlifeinsurance.tal.com.au/your-premium](http://btlifeinsurance.tal.com.au/your-premium).

## Will discounts on my client's policy still apply?

The premium rate increases for TPD and Living Insurance will not impact the Multi-Policy discount, Platform discount, staff discount, my wellbeing discount, commission dial downs or Loyalty Benefits.

## Can you help if my client is facing financial hardship?

Yes. If your client is facing financial difficulty, there may be ways we can help. Please ask your client to call us directly on **1300 553 764**.

## Will I receive commissions based on the reprice amount?

Yes. Any ongoing commission will be based on the new premium. Existing opt-out, rebate or dial down arrangements will continue to be applied.

## What if I have more questions and need help?

Please call our Service Team on **1300 553 764** between Monday – Friday, 8am–6.30pm (Sydney time).

Alternatively, you can call our dedicated BT Life support and service teams for any reprice, or service enquiries, enforce policy support and much more using details in our recently updated Contact page in the TAC.

## Feedback and complaints

Should your client have any concerns or feedback or wish to lodge a complaint, please find information on our website at [btlifeinsurance.tal.com.au/personal/claims/feedback-complaints](http://btlifeinsurance.tal.com.au/personal/claims/feedback-complaints).

## For more information

Visit the **TAL Adviser Centre (TAC)** or [btlifeinsurance.tal.com.au/your-premium](http://btlifeinsurance.tal.com.au/your-premium)

Phone 1300 553 764 Monday to Friday, 8am–6.30pm (Sydney time)



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The Insurer and Issuer is TAL Life Insurance Services Limited ABN 31 003 149 157 AFSL 233728 (TLISL), except for Term Life as Superannuation, Income Protection as Superannuation, and Income Protection Assured as Superannuation which are issued by Mercer Superannuation (Australia) Limited ABN 79 004 717 533 AFSL 235906 (MSAL) as trustee of the Mercer Super Trust ABN 19 905 422 981. TLISL is part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL). MSAL is not part of the TAL group of companies. BT is a trademark of BT Financial Group Pty Limited ABN 38 087 480 331 and is used by TLISL under licence. Westpac and St. George are trade marks of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 and are used by TLISL under licence. Asgard is a trade mark of Asgard Wealth Solutions Ltd ABN 28 009 143 597 and is used by TLISL under licence.

A Target Market Determination has been made for Protection Plans products. Please visit [btlifeinsurance.tal.com.au](http://btlifeinsurance.tal.com.au) for any of our target market determinations for BT Protection Plans products, [tal.com.au/westpaclife](http://tal.com.au/westpaclife) for any of our target market determinations for Westpac Protection Plans products, and [tal.com.au/stgeorgelife](http://tal.com.au/stgeorgelife) for any of our target market determinations for St. George Protection Plans products..