



Westpac Protection Plans.

Customer Enhancements
Guide.



Flexible insurance solutions giving you more cover at no extra cost

We are very excited about the recent changes we have made to Westpac Protection Plans. They are all about giving you greater flexibility, while ensuring you have comprehensive insurance coverage all in one package.

We have reviewed our definitions and introduced some new benefits so that your policy gives you the best life insurance cover available.

These changes help Westpac Protection Plans stay highly competitive and relevant to your needs. You can be confident you and your loved ones are protected with a comprehensive and competitively priced insurance solution.

Your guide to an improved offer

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More for you

When you took out your Westpac Protection Plans policy, it included a commitment from us that we would automatically upgrade your policy whenever we improved and added benefits. This booklet will tell you about the recent enhancements we have made. It may seem like a lot of print and jargon, but in the event that you may need to claim, it could make a significant difference to know exactly what you are covered for.

More importantly, if you ever need to claim and it is found for some reason that the definition in your original Westpac Protection Plans policy is more appropriate for the sickness or injury for which you are claiming, we will continue to honour that definition.







We have also included some additional features and benefits that you may be interested in attaching to your policy. If you are interested in taking up any of these options noted below, or if you have any questions about the enhancements, please speak to your financial planner or call us on 131 817.




This Guide provides a summary of the recent enhancements introduced. If you would like an updated version of the complete terms and conditions of all of the changes please:

- download a copy of the Westpac Protection Plans Product Disclosure Document and Policy Document (PDS) from www.westpac.com.au, or
- call us on 131 817, Monday to Friday 8.00am – 6.30pm (Sydney time), and ask for a copy to be mailed to you.

Reading this Guide

Check your Policy Schedule (or Renewal Summary) to find out which of these policies applies to you, and then match your policies to the icons below. These policy acronyms are used throughout the Guide so you can easily find the changes relevant to you.

Key	Policies	Tick the policies you have
 TL	Westpac Term Life	
 TLS	Westpac Term Life as Superannuation	
 LI	Westpac Standalone Living Insurance	
 TPD	Westpac Standalone Total and Permanent Disablement	
 IP	Westpac Income Protection	
 IPP	Westpac Income Protection Plus	
 BOH	Westpac Business Overheads	

Key	Benefits	Tick the benefits you have
 LB	Living Benefit rider attached to a Westpac Term Life or Westpac Term Life as Superannuation policy*	
 PLUS	The benefit is only provided if you have Living Benefit Plus	
 TPDR	TPD Benefit rider attached to a Westpac Term Life or Westpac Term Life as Superannuation policy*	

* Either directly or through Westpac Flexible Linking Plus

Life, Living and TPD

We have upgraded some of your existing benefits and improved the definitions. They were good before, but now they are even better.

Enhanced Benefits	TL	TLS	LI	TPD
<p>Future Insurability Benefit</p> <p>This benefit is now available on both Standalone Total and Permanent Disablement and Standalone Living Insurance policies.</p>	✓	✓	✓	✓
<p>Business Cover Benefit (only applies if you have this optional benefit)</p> <p>You are now able to claim as a result of sickness or accident immediately following an increase under the Business Cover Benefit.</p>	✓	✓	✗	✗
<p>Own Occupation & Any Occupation TPD definitions</p> <p>These definitions no longer convert to a 'General Cover' TPD definition if you have permanently retired prior to an event causing disability.</p>	✓ (TPDR)	✓ (TPDR)	✗	✓
<p>Funeral Advancement Benefit</p> <p>We have added policy wording to clarify that the 13 month suicide exclusion does not apply if your policy is replacing another policy which you told us about. You must have held the old policy for at least 13 months and cancelled it on taking up your current policy.</p>	✓	✗	✗	✗
<p>Living Benefit extended expiry age</p> <p>The Living Benefit expiry date has been increased to the review date on or following the Insured Person's 75th birthday.</p>	✓ (LB)	✓ (LB)	✓	✗
<p>Alzheimer's disease and other dementias</p> <p>The full benefit is now payable on diagnosis of Alzheimer's disease or dementia.</p>	✓ (LB PLUS)	✓ (LB PLUS)	✓ (PLUS)	✗
<p>Angioplasty – single or double vessel</p> <p>The benefit payable for Angioplasty – single or double vessel has been increased to 25% (to a maximum of \$50,000).</p>	✓ (LB)	✓ (LB)	✓	✗

Life, Living and TPD (continued)

Enhanced Benefits	TL	TLS	LI	TPD
<p>Cancer (malignant tumours), Prostate cancer – advancement and Prostate cancer – major treatment</p> <p>The Gleason Score has been added as an alternate diagnostic criterion for prostate cancer.</p>	✓ (LB)	✓ (LB)	✓	✗
<p>Carcinoma in situ of female organs</p> <p>Carcinoma in situ of the corpus-uteri and carcinoma in situ of the ovary have been added to the sites covered under this definition.</p>	✓ (LB)	✓ (LB)	✓	✗
<p>Heart attack</p> <p>We have improved the heart attack definition and aligned with the ‘universal’ diagnostic criteria.</p>	✓ (LB)	✓ (LB)	✓	✗
<p>Living Advancement Benefit</p> <p>Advanced benefit payable for:</p> <ul style="list-style-type: none"> • carcinoma in situ of the perineum, penis, testicle, and • systemic lupus erythematosus with lupus nephritis <p>has been increased to 25% of the Living Benefit (to a maximum of \$100,000).</p>	✓ (LB PLUS)	✓ (LB PLUS)	✓ (PLUS)	✗
<p>Loss of hearing in one ear</p> <p>A new advancement benefit condition paying 25% of the Living Benefit (to a maximum of \$100,000).</p>	✓ (LB PLUS)	✓ (LB PLUS)	✓ (PLUS)	✗
<p>Loss of single limb</p> <p>The full benefit is now payable for loss of single limb.</p>	✓ (LB PLUS)	✓ (LB PLUS)	✓ (PLUS)	✗
<p>Loss of single limb</p> <p>A new advancement benefit condition paying 25% of the Living Benefit (to a maximum of \$100,000).</p>	✓ (LB)	✓ (LB)	✓	✗
<p>Multiple Sclerosis</p> <p>The full benefit is now payable on diagnosis of Multiple Sclerosis.</p>	✓ (LB PLUS)	✓ (LB PLUS)	✓ (PLUS)	✗
<p>Parkinson’s disease</p> <p>The full benefit is now payable on diagnosis of Parkinson’s disease.</p>	✓ (LB PLUS)	✓ (LB PLUS)	✓ (PLUS)	✗

Enhanced Benefits	TL	TLS	LI	TPD
Child Support Benefit Severe burns and coma have been added to the list of children's medical events under the Child Support Benefit included in the Living Benefit.	✓ (LB)	✓ (LB)	✓	✗

Other products

Children's Benefit	Severe burns and coma have been added to the list of children's medical events under the Children's Benefit.
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Don't stop here. You will find more enhancements that relate to these types of cover below.

Note: Please refer to the Westpac Protection Plans Product Disclosure Statement and Policy Document (PDS) for further information about these enhancements. You can download the PDS at www.westpac.com.au or call us on 131 817, Monday to Friday 8.00am – 6.30pm (Sydney time), and ask for a copy to be mailed to you.

Income products

Enhanced Benefits	IP	IPP	BOH
<p>Total Disability definition</p> <p>We have improved our total disability definition for customers in occupational categories B and C, so that for the entirety of their claim, the Insured Person is assessed against the three tiers of 'duties', 'time' and 'earnings'.</p>	✓	✓	✓
<p>Business Overheads Benefit Offsets</p> <p>Business earnings generated by the Insured Person's personal exertion are no longer offset against the monthly benefit.</p>	✗	✗	✓
<p>Waiting Period requirements eased</p> <p>For occupation categories AA, A, P, S, BB, B and C, there is no longer any requirement for you to be Totally Disabled during the waiting period in order to receive a Total Disability or Partial Disability Benefit.</p>	✓	✓	✓
<p>Death Benefit</p> <p>This benefit is now available on all Income products.</p>	✓	✓	✓
<p>Change of Waiting Period Benefit & Future Insurability Benefit</p> <p>These benefits are now available under all Income Protection and Income Protection Plus (own occupation IP) policies.</p>	✓	✓	✗
<p>Regular Care of a Doctor</p> <p>We have simplified this definition, requiring that:</p> <ul style="list-style-type: none"> the Insured Person has sought advice, care and treatment from a doctor in relation to the sickness or injury for which they are claiming, and is continuing to do so as is reasonable in the circumstances, and is following the advice, care and treatment of the doctor. 	✓	✓	✓
<p>CPI Increases</p> <p>From 1 October 2012 the minimum CPI increase will move to 3% for all Income products on an 'own occupation' definition.</p>	✓	✓	✓
<p>A new Return To Work Benefit</p> <p>This new benefit is paid to customers who return to work following a period on claim who have also received the Rehabilitation Expense Benefit or the Rehabilitation Program Benefit.</p>	✓	✓	✗

All cover types

Enhanced Benefits	TL	TLS	LI	TPD	IP	IPP	BOH
<p>Premium Holiday Benefit</p> <p>This benefit allows premiums under your policy to be suspended for a maximum of 12 months subject to evidence of financial hardship that is acceptable to us. To be eligible, you must satisfy that you are either:</p> <ul style="list-style-type: none"> • unemployed; • on sabbatical, maternity, paternity or long term leave from work; or • experiencing financial hardship due to your household income reducing by 30% or more during the last 3 months of your policy being in force. 	✓	✓	✓	✓	✓	✓	✓

Don't stop here. You will find more enhancements that relate to these types of cover below.

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Additional options available

In addition to the changes that will automatically apply to your policy, we have also introduced a number of additional options that can be applied for and added to your policy. Please note that these options may incur additional cost.

Life, Living and TPD

Enhanced Benefits	TL	TLS	LI	TPD
Blue collar workers The Own Occupation TPD definition is now available to some blue collar occupations.	✓ (TPDR)	✓ (TPDR)	✗	✓

Income products

Enhanced Benefits	IP	IPP	BOH
Home Duties Income Protection A new Income Protection definition option has been introduced which provides a regular monthly benefit if the insured is unable to perform normal household duties because of sickness or injury.	✓	✓	✗
General Cover Income Protection A new Income Protection definition option has been introduced which provides a regular monthly benefit if the insured is unable to perform the activities of daily living because of sickness or injury.	✓	✗	✗
White collar workers The benefit period options for Income Protection has been extended to include a new 'to age 70' option for white collar workers.	✓	✓	✗
Accident Benefit The Accident Benefit has been extended as an option available under Income Protection and is now available to policies with a 90 day Waiting Period.	✓	✓	✗
Extended entry age With our new General Cover definition of Income Protection, customers over 60 can now apply for Income Protection.	✓	✗	✗

Enhanced Benefits	IP	IPP	BOH
<p>Superannuation Contribution Option</p> <p>This option allows you to insure up to 80% of the Insured Person's monthly earnings. The previous calculation has been simplified to apply a flat increase of 5% above the usual maximum of 75% of monthly earnings, provided the Insured Person is contributing a minimum of 5% to their respective superannuation fund.</p>	✓	✓	✗
<p>Blue collar workers</p> <p>Business Overheads is now available for 'C' rated occupations. This is of particular benefit to customers who are self-employed in blue collar occupations.</p>	✗	✗	✓

Other products

Needlestick Benefit	The maximum benefit available under this benefit has been increased to \$1 million.
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Keeping your cover current

We recommend that you review your insurance regularly to make sure that it is keeping up with your lifestyle. Now may be a good time to meet with your financial planner to reassess your personal situation and discuss how these enhancements and new insurance options can further protect your financial goals.

For more information:

Ask your financial planner

Call us on 131 817
Monday to Friday 8.00am – 6.30pm (Sydney time)

Mail us at GPO Box 524, Sydney, NSW 2001

Visit westpac.com.au

This information is current as at 7 August 2012.

Westpac Protection Plans is issued by Westpac Life Insurance Services Limited ABN 31 003 149 157 (the Insurer). All Westpac Protection Plans, except for Term Life as Superannuation, are issued by the Insurer. For Term Life as Superannuation, which is part of the Superannuation Division of Westpac MasterTrust ABN 81 236 903 448 SFN 281412940 SPIN WFS0341AU RSE R1003970, the issuer and trustee is Westpac Securities Administration Limited ABN 77 000 049 472 (WSAL). The Insurer and WSAL are wholly owned subsidiaries of Westpac Banking Corporation ABN 33 007 457 141 (the Bank). Westpac Protection Plans are not an investment in, deposit with or other liability of the Bank. Neither the Bank nor any member of the Westpac Group (other than the Insurer and WSAL) guarantees the benefits payable in relation to Westpac Protection Plans.

This information has been prepared without taking into consideration your personal objectives, financial situation or needs (personal circumstances). Because of this, before acting on this information, you should consider its appropriateness, having regard to your personal circumstances. Conditions, limits and exclusions on cover apply and are explained in the Westpac Protection Plans Product Disclosure Statement and Policy Document (PDS). Before making a decision in relation to Westpac Protection Plans, you should consider the relevant PDS and talk to your financial planner.