

27 October 2005

Freecall: 1800 226 364
www.toweraustralia.com.au

Private & Confidential

Mr Joe Sample
123 George Street
SYDNEY NSW 2000

Dear Mr Sample

Policy Number: 1234567

Thank you for continuing to choose TOWER for your insurance needs.

We are pleased to confirm that your new policy is now in place. Enclosed is your Policy Schedule and a Policy Certificate for each separate benefit and life insured on your policy:

Life Insured: Joe Sample

Please read through these documents carefully to ensure your cover meets your requirements and all details are correct.

Your policy offers a "Cooling Off Period" should you change your mind about this valued cover. With receipt of these documents you have 28 days to cancel your policy in writing and receive a full refund of all premiums paid, providing you have not made a claim.

If you paid your first premium by cheque, any overpaid or underpaid premium amounts will be adjusted the next time a premium payment is required.

Updated Total and Permanent Disability Definition for Life Protection and Crisis Protection Plans

Since you applied for cover under the TOWER Protection Policy, we've made an improvement to our TPD definition. Previously, the Total and Permanent Disability (TPD) definition required that the life insured be **unable** to ever work again in order to be eligible for a TPD payment. We have updated our definition, changing the requirement to the life insured being **unlikely ever to be able** to ever work again. We have also removed the reference to a Medical Practitioner. Please refer to the revised TPD definition (enclosed).

If you have any questions, please contact your Financial Adviser Mary Example or contact one of our Customer Services Consultants on Freecall 1800 226 364, Monday to Friday 8.30am – 6.00pm. Alternatively, you can email us at customerservice@toweraustralia.com.au quoting policy number 1234567.

Insurance plays a significant role in the security of you and your family's future. We look forward to our continued association as the provider of your valuable financial protection.

Yours sincerely

<<Service Manager Name>>
Service Manager, Operations
TOWER Australia Limited

Revised TPD Definition

Total and Permanent Disability and **Totally and Permanently Disabled** mean that:

- solely because of a Sickness or Injury, the life insured has not been in any occupation for six consecutive months and is incapacitated to such an extent as to render the life insured unlikely ever to be able to work in any occupation for which they are reasonably suited by training, education or experience; or
- the life insured suffers the loss of:
 - both feet, both hands or sight in both eyes; or
 - any combination of two of, a hand, a foot or sight in an eye.

“Loss” in this instance means the total and permanent loss of:

- the use of the hand or foot from the wrist or ankle joint; or
- sight to the extent that visual acuity in the eye, on a Snellen Scale after the correction by a suitable lens, is less than 6/60; or
- the life insured is totally and permanently unable to perform at least two of the five Activities of Daily Living without the physical assistance of another person.

On the statement date prior to the life insured's 65th birthday, “Total and Permanent Disability”, and “Totally and Permanently Disabled” mean that the life insured suffers Loss of Independent Existence.

When “**Own Occupation**” is shown in the Policy Certificate, the reference above to “any occupation for which they are reasonably suited by training, education or experience” will be replaced by “their Own Occupation”.

The following section only applies to the Life Protection Plan and is in addition to the wording above:

When the life insured is classed as a homemaker, Total and Permanent Disability means that:

- the life insured is wholly engaged in full time unpaid domestic duties in their own residence; and
- solely because of Sickness or Injury the life insured has been unable to perform unpaid domestic duties and not been in any occupation for six consecutive months, and at the time of claim is unlikely ever to be able to engage in full-time domestic duties or any occupation for which the life insured is reasonably suited by training, education or experience.