

27 October 2005

Mr Joe Sample
123 George Street
SYDNEY NSW 2000

Dear Mr Sample

**We've improved your TOWER Protection Policy!
Policy Number 1234567**

Since writing to you recently, we've made a further improvement to the TOWER Protection Policy.

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

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. Refer to page 2 of this letter for the revised TPD definition.

When does the change take effect?

The improvement to the TPD definition will be automatically extended to your existing policy from 1 November 2005. There is no action required on your behalf. Terms and conditions listed in your existing Policy which are not referred to in this letter remain unchanged.

To find out more about the improvements made to the TOWER Protection Policy or any of the features of TOWER's award winning insurance product range, please contact your Financial Adviser.

If you do not have a Financial Adviser, please contact one of our Customer Service Consultants on Freecall 1800 226 364 and we will put you in touch with a qualified professional.

Please keep this letter together with your policy documents and any related information in a safe place for future reference.

Thank you for your continued support of TOWER. We look forward to assisting you with your insurance needs in the years ahead.

Yours sincerely

Michael Downey
Head of Risk Products and Strategic Marketing
TOWER Australia Limited

Visit our Customer Service web-page at
www.toweraustralia.com.au/cs/
for:

- Handy articles on personal insurance;
- Customer information modules;
- Claims information; and
- Our latest Financial Insight magazine.

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.