

# BT Protection Plans

Our commitment. Your success.

BT Protection Plans offers a range of award-winning<sup>1</sup> personal and business insurance solutions, structured to help protect a wide range of clients, throughout their life stages.

## 1. Flexible life insurance solutions

BT Protection Plans offers a comprehensive suite of life insurance solutions including Term Life, Total and Permanent Disablement (TPD), Income Protection and Living Insurance (Trauma), as well as tailored offers for different client groups. With flexibility in their structure and ownership, BT Protection Plans are available inside and outside superannuation, on and off platform and through flexible linking arrangements.

Your clients also have access to:

- flexible payment options – via stepped and level premiums, or a combination of both
- partial rollover options – with a 15% tax rebate when funded via superannuation rollover
- multi-policy discount
- platform investment and platform super discount<sup>2</sup>.
- My Wellbeing Portal<sup>3</sup> and rewards – 10% off Term Life premiums and My Health Policy Fee waiver<sup>4</sup>

The built-in guaranteed upgrades feature gives you and your clients confidence that when enhancements are made (which don't result in an increase in premium), we will automatically upgrade their policy<sup>5</sup> to include the latest terms. At claim time, we will always give your client the best terms available under the policy.

## 2. Experts supporting you and your business

By partnering with BT, you can feel confident that you have a team of accessible experts supporting you every step of the way. The team include:

- state-based Business Development and New Business (Case Management) teams who know your business and your market.

- a commercially sound and award-winning<sup>6</sup> state-based Underwriting team who work alongside you to help you save time and protect more of your clients quickly and efficiently.
- a team providing you with technical support and professional development opportunities.
- our experienced and dedicated Claims team, who have been recognised and awarded for innovation, service and experience<sup>7</sup>.

## 3. Simple and efficient application processes

With LifeCENTRAL+, our online quote and application software, you can submit your clients' Protection Plans applications in a streamlined and timely manner while keeping you on track throughout the process.

- Create efficiencies in your business with the ability to copy, store, share and delegate quotes and applications.
- Quickly create multiple new scenarios for your clients, with easy access to saved illustrations or completed quotes.
- Flexibility and efficient completion of electronic Personal Statements, with clear navigation tools and automated prompts.
- Save time through integration with OmniLife and IRESS Risk Researcher Software – facilitating pre-populated client data feeding directly into LifeCENTRAL+.

You can also access our tele-interview service to complete your clients' applications. Our skilled tele-interviewers will arrange a time convenient to your client to call and complete the LifeCENTRAL+ Personal Statement, giving you more time to focus on your business and less time on completing forms.

## 4. Ensuring your clients stay protected

We understand that your clients' needs and situations change throughout their lives. We deliver proactive engagement programs, as well as a range of benefits designed to ensure that your clients can adjust their cover and premium to suit their circumstances and remain protected.

- Future Insurability Benefit – gives your clients the ability to increase their cover, at certain life events, without going through medical underwriting, covering 13 exercisable events and can be used up to age 65.
- Loyalty Benefit – adding 5% to the sum insured after a 3 year loyalty period (for selected policies) without any additional charge.
- CPI increases – CPI with a minimum of 3%.

## 5. Here when your clients need it most

We believe every claim's circumstance is unique. We understand that to manage your clients' claims effectively, we need to treat people with empathy and consider their situation holistically.

Our highly skilled Claims team assists your clients with:

- personal claims consultants with regular contact and updates.
- integrated Health Support and early intervention services, including our award winning<sup>8</sup> Cancer Assistance Program, into your client's current treatment plan, to achieve a streamlined, holistic approach to recovery and wellness.
- our tele-claims service for certain Income Protection and Trauma claims, allowing quick claims assessment over the phone.

<sup>1</sup> World Finance Global Insurance Awards: 2015 2016 2017 Winner: Best Life Insurance Company Australia; Australian Insurance Awards 2016 2017 Winner: Life Insurance Company of the Year; SMSFAdviser Awards 2018 Winner: SMSF Insurance Provider. AFA/Strategic Insight Awards 2019 Winner: Risk Product of the year; Investment Trends 2019 Winner: Planner Risk Report - Product offering.

<sup>2</sup> Platform investment includes Wrap and Panorama Investment. Platform Super includes SuperWrap, Panorama and SMSF, and policies paid via Asgard Platform.

<sup>3</sup> The My Wellbeing Portal (My Wellbeing) is provided by HealthLogix Pty Ltd ABN 79 112 238 990 (HealthLogix). My Wellbeing is a value add offering from BT Financial Group (BT), a division of Westpac Banking Corporation ABN 33 007 457 141 (the Bank). HealthLogix retains sole responsibility for My Wellbeing, including all content and services provided on My Wellbeing except the Wealth and My Wellbeing Rewards webpage which are provided by BT.

<sup>4</sup> Policies with a Continuity or Platform discount are ineligible to receive the My Health discount. Full terms and conditions can be found on the My Wellbeing Rewards page on the My Wellbeing Portal.

<sup>5</sup> Guaranteed upgrades are included in all policies which were taken out from April 2006 onwards. This means that our pass-back guarantee ensures all policyholders on the 'current series' of Protection Plans have the same terms and conditions as new clients who are taking out their policies today.

<sup>6</sup> AFA/Strategic Insight Awards 2017 2018 Winner: Underwriting and New Business Team of the Year.

<sup>7</sup> Australian Insurance Awards 2016 2017 Winner: Best Claims Outcome and Customer Experience; CANSTAR Innovation Excellence Awards 2018 Winner and ALUCA Life Insurance Excellence Team Awards 2018 Winner: Claims Medical e-Certificates and 2019 Claims Team of the Year.

<sup>8</sup> AFA/Beddoes Consumer Choice Awards 2018 Winner: Claimant Choice - Best in Return to Health and Wellness and Best Focus on Early Intervention 2019 Winner: Overall Consumer Choice Award, Value for Money, Most Satisfied Customer, Claims Best Application Process and Focus on Early Intervention; Swiss Re/ALUCA Excellence & Innovation in Return To Work 2018 Winner: Claims Cancer Assistance Program; Financial Services Council (FSC) Life Insurance Awards 2019 Winner: Innovation in Retail Life Insurance - Claims Cancer Assistance Program.

## For more information

Speak to your Business Development Manager

[bt.com.au/btprotectionplans](http://bt.com.au/btprotectionplans)

1800 025 127



### Important information

This information is correct as at 1 May 2020 and is subject to change thereafter. The Insurer of BT Protection Plans is Westpac Life Insurance Services Limited ABN 31 003 149 157 ('the Insurer'). BT Protection Plans are issued by the Insurer except for Term Life as Superannuation and Income Protection as Superannuation which are issued by BT Funds Management Limited ABN 63 002 916 458 ('BTFM') as trustee of the Retirement Wrap ABN 39 827 542 991. The Insurer and BTFM are wholly owned subsidiaries of Westpac Banking Corporation ABN 33 007 457 141 ('the Bank'). The Bank does not guarantee payments under the insurance.

The arranger of policies paid via Platform Super, except for SuperWrap, is Asgard Capital Management Limited ABN 92 009 279 592, AFSL Number 240695. The arranger of policies paid via Wrap and SuperWrap is BT Portfolio Services Ltd ABN 73 095 055 208, AFSL Number 233715.

None of the Protection Plans, an interest in the Retirement Wrap or Platform Super, nor an investment in Wrap, are 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) guarantees the benefits payable in relation to Protection Plans.

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