

Key Fact Sheet

Family Life Cover

This Key Fact Sheet is designed to help you to decide whether this cover is right for you. It provides you with a summary of the key features and benefits, exclusions and risks associated with the purchase of Family Life Cover. This document does not include all information about Real Family Life Cover and is not specific to your circumstances. It should be read with the Product Disclosure Statement (PDS) available at realinsurance.com.au

What this Policy covers

Family Life Cover provides a lump sum payment in the event of Death, or if the Life Insured is diagnosed with a Terminal Illness. You can apply for cover for yourself under a single plan, or you can apply for a joint plan covering you and your partner. The following table shows a summary of key information to help you understand the key features, benefits and limitations of Real Family Life Cover:

Product Feature	Life Insurance Benefit
Events covered	<ul style="list-style-type: none"> ✓ Death due to any cause ✓ Terminal Illness benefit¹
Minimum cover amount	\$100,000
Maximum cover amount	\$1,000,000 (depends on age)
Who can apply	Australian Residents aged between 18 – 64
When cover ends	<p>When the first of the following occurs:</p> <ul style="list-style-type: none"> ✓ the date of payment of a death claim for that Life Insured; or ✓ the date of payment of a Terminal Illness claim for that Life Insured; or ✓ the date of payment of a Total & Permanent Disability claim for the Life Insured where the Total & Permanent Disability Benefit Amount is the same as Life Insurance Benefit Amount; or ✓ the date you cancel the Policy; or ✓ the date we cancel the Policy.
Premiums	<p>Your premium is a stepped premium. This means that the premium you pay will increase each year as you age.</p> <p>A 30-day cooling off period</p> <p>The Policy can be cancelled for a full refund anytime within 30 days of the Policy Commencement Date provided no claim has been made.</p> <p>If you choose to end your Policy after the cooling off period, you will not be entitled to any refund of premiums unless you have paid an annual premium, in which case we will refund (on a pro rata basis) the proportion of unused premium.</p>
Payment options	Fortnightly, monthly or annually
Exclusions and limitations	<p>We will not pay a Life Insurance Benefit if the Life Insured dies, or is diagnosed with a Terminal Illness, as a result of a self-inflicted injury, within 13 months of:</p> <ul style="list-style-type: none"> ✓ the Acceptance Date of the Policy; or ✓ the date that any increase in cover starts (but only in respect of the increase); or ✓ where we have agreed to reinstate the Policy after it was cancelled, the date on which we reinstate the Policy (reinstatement date) <p>Where we have agreed a special term with you in respect of your cover that specifically excludes the event or condition leading to the claim.</p> <p>This insurance Policy is subject to exclusions and limitations as explained in the PDS. It is important that you read the PDS to understand these exclusions.</p>

¹Terminal Illness means the diagnosis, by a Medical Practitioner or Specialist Medical Practitioner, of a Terminal Illness where life expectancy, after taking into account all reasonably available treatment, is 12 months or less.

Other features

By purchasing this Policy, you will also receive the following features with Family Life Cover:

- ✓ **Advance benefit on death** – In the event of a claim, we may advance \$10,000 of the Life Insurance Benefit Amount while the claim is being processed, to help with funeral and other related expenses.
- ✓ **Complimentary interim Accidental Death benefit** – If we require further information to assess your application, we'll provide you with interim Accidental Death cover for up to 30 days from the date of your application. We'll pay your chosen Benefit Amount if you die as the direct result of an Accident, within 90 days of that Accident.
- ✓ **Automatic increases** – To help your level of insurance keep up with the cost of living, your insurance and all optional covers (if applicable) are automatically increased on each Policy Anniversary up to age 75, by 5%.
- ✓ **Worldwide cover** – So long as the Policy is in force, the Life Insured will be protected 24 hours a day, 7 days a week, anywhere in the world.
- ✓ **Guaranteed renewal** – We guarantee to renew your cover, so long as premiums are paid when due.

Extra optional benefits

With Real Family Life Cover you can choose to add the following optional covers with your Life Cover:

- ✓ Total & Permanent Disability Insurance;
- ✓ Serious Illness Insurance; and
- ✓ Children's Insurance.

These optional Insurance benefits and the related terms and conditions, together with the exclusions and limitations of the optional benefits, are explained in the PDS.

Other important information

There is no investment or savings component to your Policy which means that when your Policy ends, you are not entitled to any of the premiums you have paid. The total amount of premiums payable over the life of the Policy has the potential to exceed the cover amount.

If your premium remains unpaid for more than one month from when it is due, your Policy will be cancelled. Prior to cancelling your Policy, we will notify you in writing before taking steps to end your Policy due to non-payment. If you are suffering from financial hardship, we may be able to assist you to keep your Policy. Please contact us to discuss your options. Note, we may seek evidence to verify any hardship.

How your beneficiaries can make a claim

Beneficiaries can lodge a claim by contacting us on **1300 307 297** (Monday to Friday between 8am and 8pm AEST). There will be some forms to fill out and documents that we need access to, but our friendly claims team will assist beneficiaries through this process. For more information on claiming, please refer to our website at realinsurance.com.au

What can be done to ensure any claim is paid quickly and smoothly?

There are a number of things that can be done to assist us in ensuring a claim is paid quickly:

- ✓ Lodge your claim as soon as possible;
- ✓ Appoint a beneficiary under the Policy – this ensures we have someone who we can immediately discuss the claim with;
- ✓ Inform your beneficiary of the Policy – this will ensure the beneficiary knows to contact us when the time comes;
- ✓ Consider appointing a trusted third-party authority – particularly as you age, you may need help in managing your affairs and having an additional authority significantly reduces the likelihood that you will miss payments on your Policy; and
- ✓ Make a will – as part of the process of making a will you will need to appoint a legal executor who can ensure we can access all the relevant documentation we need to approve a claim. We provide you with a standard will kit as part of taking out cover.

If you don't nominate a beneficiary, benefits will be available to your estate which will then need to be settled through your financial institution's deceased estate process. By nominating a beneficiary, benefits can be paid directly into the beneficiary's bank account in a far timelier manner.

How you can contact us

If you wish to contact us regarding your Policy or have any questions about the information we have outlined in this Key Fact Sheet, please contact us via the following means:

Phone	1300 367 325 (Monday to Friday between 8am and 8pm AEST)
Email	service@reallifecover.com.au
Address	Real Insurance, Reply Paid 6728, Baulkham Hills NSW 2153

The Target Market Determination (TMD) is issued by Hannover Life Re of Australasia Ltd. The TMD sets out the target market this product has been designed for and other relevant information. Should you wish to view the Real Family Life Cover TMD, refer to realinsurance.com.au