

Key Fact Sheet

ahm life insurance express



This Key Fact Sheet is a summary only of the key benefits, conditions, exclusions and risks associated with ahm life insurance express. For more information, definitions of capitalised words or details specific to you, please refer to the Product Disclosure Statement (PDS) and your Policy Schedule.

Benefits of ahm life insurance express

With ahm life insurance express, you get:

- a Death benefit – we'll pay the chosen Life Benefit Amount if you die while your Insurance Policy is in force; and
- a Terminal Illness benefit – we'll pay the Life Benefit Amount if you're diagnosed with a Terminal Illness.¹

Payment of the Life Benefit Amount ends all cover under this Insurance Policy.

Other features of ahm life insurance express

- 30-day cooling off period;
- we guarantee to continue your cover so long as you pay your premiums on time;
- your Life Benefit Amount will increase by 5% each year until the Policy Anniversary after your 75th birthday; and
- a \$15,000 advance to help with funeral and other similar expenses.

Premium structure

Your premium is a stepped premium. This means that the premium you pay will increase each year in line with the increased risk to the insurer of continuing to cover you.

In addition, each year we'll increase your sum insured by 5% to ensure that your level of cover keeps up with general cost of living increases. This automatic increase in cover increases the premium that you pay. You can opt out of the increase in your cover amount by contacting us. Each year, 30 days before your Policy Anniversary, we'll inform you of the increased cost of your Insurance Policy. Premiums will however, remain unchanged following your 99th birthday.

Exclusions and limitations

Your Insurance Policy is subject to a number of exclusions and limitations explained in **When will a Benefit Amount not be payable?** on page 5 of the PDS. It's important you read the PDS to understand these exclusions.

We won't pay a benefit if you die, or have a Terminal Illness, directly or indirectly as a result of:

- an intentional or deliberate self-inflicted injury, occurring on or after the Policy Start Date and before the date 13 months after:
 - the Policy Start Date of your Insurance Policy; or
 - the date that any increase in the Life Benefit Amount is requested (but only in respect of the increase); or
 - the date on which we reinstate your Insurance Policy (where we have agreed to reinstate your Insurance Policy after it was cancelled);
- participation in criminal activity;
- the effects of alcohol or the taking of drugs not prescribed by a medical professional; or
- war or an act of war.

Ending your Insurance Policy

You can end your Insurance Policy at any time by providing us with written instructions or by giving us a call on **1300 052 589** to cancel over the phone.

Do you get a refund of premiums when you end your Insurance Policy?

If you end your Insurance Policy during the 30-day cooling off period and you haven't made a claim, we'll provide a full refund of any premiums you've paid. If you end your Insurance Policy after this date, you won't be entitled to a refund of premiums.²

¹Terminal Illness means a diagnosis of a terminal illness from an approved Medical Practitioner where life expectancy is 12 months or less.

²If you paid your premium annually, a refund of premiums for any complete months remaining on your Insurance Policy will be made.

What happens if you stop paying your premium?

We'll cancel your Insurance Policy and you won't be entitled to any refund of premiums you've paid. We'll notify you in writing in advance before taking steps to end your Insurance Policy due to non-payment.

Financial hardship

If you're suffering from financial hardship, we may be able to help you to keep your Insurance Policy. Please contact us to discuss your options. Please note that we may seek evidence to verify any hardship.

How you or your beneficiaries can make a claim

You or your beneficiaries can make a claim by calling us on **1300 052 584**. Our friendly claims team will help you or your beneficiaries through this process. For more information on claiming, please refer to the PDS.

What can you do to help ensure a claim is assessed quickly and smoothly?

Here are a few things you can do to help ensure an ahm life insurance express claim is assessed quickly:

- Appoint a beneficiary under your Insurance Policy – this ensures we've got someone with whom we can immediately discuss your claim.
- Inform your beneficiary of your Insurance Policy – this will ensure your beneficiary knows to contact us if the time comes.
- Consider appointing a trusted third party authority – particularly as you age, you may need help in managing your affairs. Having an additional authority significantly reduces the likelihood that you'll miss payments on your Insurance Policy.
- Make a will – as part of the process of making a will, you'll need to appoint an executor. The executor can ensure that we can access all relevant documentation required to approve a claim.

Did you know?

If you don't nominate a beneficiary, benefits will be paid 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.

Get in touch

Phone 1300 052 589
Monday to Friday
8am - 8pm (AEST)

Address Policyowner Services
ahm life insurance
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