



About this update

This Product Update Brochure ("PUB") is issued in accordance with section 1017B of the Corporations Act 2001 (Cth) and provides you with details of the updates we have made to your ahm Life Insurance effective from 9 November 2023. You should read and keep this PUB together with your Product Disclosure Statement ("PDS"), Policy Schedule and any other relevant Supplementary PDS ("SPDS") or PUB that has been issued to you. You can contact us on 1300 766 085 for a copy of these documents.

Summary of Changes

We regularly review our policy terms and definitions to ensure that they are fair, appropriate and consistent with current medically recognised methods of diagnosis and treatment. Following our most recent review, we have improved the definitions listed below for Trauma cover and Permanently Unable to Work cover. The PDS and your Insurance Policy remains otherwise unchanged. All other terms, conditions and exclusions will continue to apply.

Updated definitions

The changes will only apply to you if you currently have, or are eligible to add, Trauma and/or Permanently Unable to Work cover. The updated definitions apply only to claimable events occurring on or after 9 November 2023. They do not apply to claims that have been previously assessed or claimable events occurring prior to 9 November 2023.

Glossary

Provision for Medical Definition Updates

The below statement is added to the Glossary, immediately below the heading 'Glossary'.

We have adopted the Life Insurance Code of Practice (Life Code). The Life Code sets out how insurers will assess your claim if your Insurance Policy has a medical definition which specifies an obsolete method of diagnosis or treatment that is no longer used in mainstream medical practice in Australia. To ensure our claims assessment is in line with the Life Code, any improvements we make to medical definitions will be made available to you at claim time.

Trauma Cover

Open Heart Coronary Artery Bypass Surgery

The definition and name of **Open Heart Coronary Artery Bypass Surgery** is replaced by the below as the treating surgery is no longer limited to open heart surgery.

Coronary Artery Bypass Surgery means the undergoing of surgery to correct the narrowing of, or blockage to, one or more coronary arteries by means of a bypass graft. Percutaneous coronary interventions such as angioplasty and all other intra-arterial, catheter-based techniques, or laser procedures are excluded.

Permanently Unable to Work Cover

Domestic Duties

The explanation of 'shopping' has been amended to better align with the severity of disablement required for a claim and to acknowledge the ability to still complete shopping online. As such the definition of **Domestic Duties** is replaced by the below.

Domestic Duties means performing the following duties (with or without the use of assistive devices or another person):

- cleaning the family home, such as using a vacuum cleaner, sweeping with a broom, using a mop, cleaning dishes (automatic or manual);
- cooking the family meals, such as preparing fresh and frozen food and using an oven, stove or microwave oven;
- doing the family's laundry, such as loading and unloading a washing machine and hanging out clothes or using a dryer, folding clothes and ironing;
- shopping to meet family needs, such as going to the shops; and
- taking care of dependent children (where applicable) such as supervising, lifting, transporting, feeding and bathing.

Permanent Inability to Work/Permanently Unable to Work

The requirements for customers engaged in Domestic Duties have changed from needing to be unable to complete all Domestic Duties to needing to complete three of the five Domestic Duties. The requirement to be unable to leave the home unaided has also been removed. As such the definition of **Permanent Inability to Work/Permanently Unable to Work** is replaced by the below.

Permanent Inability to Work/Permanently Unable to Work means:

- because of sickness or injury, the Life Insured has been continuously absent from work for a period of at least three consecutive months and after consideration of all relevant evidence, due to that sickness or injury, the Life Insured is unlikely to ever be able to work again in any occupation for which the Life Insured is suited based on work experience, education or any training; or
- the Life Insured suffers Permanent Loss of Hearing or Severe Burns; or
- where the Life Insured was engaged in full time Domestic Duties, and:
 - o is unable to perform three of the five Domestic Duties they were performing immediately before suffering the sickness or injury for an uninterrupted period of at least three consecutive months because of that sickness or injury; and
 - o is under the regular treatment and following the advice of a specialised Medical Practitioner for the sickness or injury that prevents them from performing the Domestic Duties; and
 - o has not engaged in any occupation or work outside the family home for salary, reward or profit, for a period of three consecutive months after the occurrence of the sickness or injury; and
 - o at the end of the period of three months, after consideration of all relevant evidence, the Life Insured is disabled to such an extent as to render them unlikely to ever again be able to perform three of the five Domestic Duties they were performing immediately before suffering the sickness or injury.

What do you need to do?

You don't need to do anything. The updated definitions will automatically apply at claim time, for claimable events occurring on or after 9 November 2023. Please ensure you read the information included in this brochure and in your relevant policy documents.

How you can make a claim

You or your beneficiaries can make a claim by contacting us on 1300 052 584 (Mon-Fri 8am-8pm AEST). There will be some forms to fill out and documents we need access to, but our friendly claims team will help you or your beneficiaries through this process. For more information, please refer to the PDS.

We're here to help

If you wish to contact us regarding your Insurance Policy or any of the information outlined in this Product Upgrade Brochure, please contact us via the following means:

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

Email: service@life.ahm.com.au

Mail to: Policy Services
ahm Life Insurance
Reply Paid 6728
Baulkham Hills NSW 2153