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# NEOS PROTECTION – AN OVERVIEW

NEOS Life is an Australian owned life insurance business built to significantly improve the way life insurance is delivered in Australia today. With fairer, more stable pricing, faster decisions and a superior level of customer service.

NEOS Protection is a life insurance product designed to help Australians protect what's important to them. The flexible nature of this product means that cover can be tailored to suit the needs of individuals and families.

## Premium stability

### Three-year rate guarantee

NEOS is proud to offer a three-year rate guarantee for new NEOS Protection plans. This means base premium rates won't change for in-force NEOS Protection plans within three years of their plan commencement date.

### Preferred life discount

The preferred life discount is available on Life, TPD and Critical Illness Cover for long term non-smokers with a healthy BMI.

**“...fairer, more stable pricing, faster decisions and a superior level of customer service.”**

## Lapse protection features

The following features are built into each NEOS Protection cover type. They're designed to help customers keep their cover when times get tough.

- Waiver of Premium Whilst Involuntarily Unemployed Benefit
- Suspending Cover Benefit

## Other features

Our Future Increase Benefit allows customers to increase cover following significant life events (e.g. marriage) without underwriting.

Please refer to the NEOS Protection Product Disclosure Statement for details of these features. The Future Increase Benefit isn't available for Child Cover.



## Product features

Here are some features of NEOS Protection that advisers will value, that may not be included in other approved products.

<b>Life Cover</b>	<ul style="list-style-type: none"> <li>• Included Terminal Illness Benefit – payable when death is likely to occur within <b>two years</b></li> <li>• \$10,000 of included Child’s Critical Illness Benefit</li> </ul>
<b>TPD Cover</b>	<ul style="list-style-type: none"> <li>• A ‘Home Duties’ tier in our ‘any’ and ‘own’ definitions – to suit clients with changing circumstances</li> <li>• \$10,000 of included Child’s Critical Illness Benefit</li> </ul>
<b>Critical Illness Cover</b>	<ul style="list-style-type: none"> <li>• Included Paralysis Support Benefit – pays <b>two times</b> (up to a maximum of \$2 million) the sum insured in the event of paralysis</li> <li>• Included Critical Illness Reinstatement Benefit</li> <li>• \$10,000 of included Child’s Critical Illness</li> </ul>
<b>Income Protection Cover</b>	<ul style="list-style-type: none"> <li>• Included Waiver of Premium While on Parental Leave Benefit</li> <li>• No ‘capability clause’ for Income Protection Plus</li> <li>• Split Income Protection Cover is available</li> </ul>

## Try the NEOS Experience

### NEOS underwriting

- Fast, fair and friendly underwriting – delivering common-sense and contemporary underwriting decisions that are commercially sound. Our target is to make 50% of decisions immediately and 80% within three working days
- For advisers, this means more clients covered, lower overheads, improved cashflow and client confidence in the service advisers provide, and we provided. For clients, this means getting the cover they need, quickly, and a much better customer experience

### NEOS technology and service

- NEOS provides a 21st century technology solution which is simple, intuitive and highly efficient

- This means improved turnaround speeds and an easy, streamlined and fast user experience
- Plus, NEOS Online provides a simple and completely online transfer of ownership capability

### NEOS Service

- A passionate, highly experienced and 100% Australian based team – people who do what they say they will, when they say they’ll do it. In addition, each adviser is allocated a dedicated sales manager, underwriter and service consultant
- Effective, personalised and an empathetic claims experience – delivered by a highly skilled team of claims professionals

- The NEOS Experience is designed to make an adviser’s job easier and their businesses more productive, while providing an outstanding experience to the customer

Don’t just take our word for it though! See what advisers have said about their NEOS Experience: [neoslifecom.au/adviser/testimonials](https://neoslifecom.au/adviser/testimonials)

## Get in touch

We welcome the opportunity to answer any questions you may have about NEOS or NEOS Protection. Please don’t hesitate to contact me!

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NEOS Life is a registered business name of Australian Life Development Pty Ltd ABN 96 617 129 914 AFSL 502759. NEOS Protection is issued by NobleOak Life Limited (NobleOak) ABN 85 087 648 708 AFSL 247302. NEOS Life provides administration services in relation to NEOS Protection on behalf of NobleOak.

The information contained in this brochure has been prepared for financial advisers and is general information only. Financial advisers should form their own opinion on the appropriateness of this information to their business and clients.