

## 10% Lifetime Reward - 26 June 2023

# Frequently Asked Questions (FAQs)

### 1. What is the 10% Lifetime Reward?

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The 10% Lifetime Reward is an underwritten 10% discount applied for customers who meet specific eligibility criteria at the time of application.

### 2. What products and covers can the 10% Lifetime Reward apply to?

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The 10% Lifetime Reward can apply to the following covers under Assurance Extra and Assurance Extra Business on and from 26 June 2023:

10% Lifetime Reward – Eligible Covers	Discount offered
Life Cover and Life Income Cover	10%
Trauma Cover (Accelerated & Standalone)	10%

### 3. Is this for new or existing policies?

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Both.

This discount is available on new Assurance Extra and Assurance Extra Business policies quoted and issued on or after 26 June 2023.

It is also available on medically underwritten increases on Assurance Extra policies issued before 26 June 2023 where the increase is quoted and issued on or after 26 June 2023.

### 4. What are the customer eligibility criteria?

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All of the following must apply to a life assured at application time to be eligible for the 10% Lifetime Reward:

- Within BMI range of 18.5 to 24.99
- Must be a non-smoker
- Cannot have a medical loading or medical exclusion applied (including per mille loadings on the basis of health) on the eligible cover.

### 5. How is the Lifetime Reward Discount applied?

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The 10% Lifetime Reward discount will be applied to the risk premium for the eligible covers only. It will not apply to other covers or to the policy fee.

The discount will be assessed and applied on an individual life assured basis, and separately for each policy.

## 6. How can the 10% Lifetime Reward be added to a quote?

If an Adviser considers a life assured may be eligible for the 10% Lifetime Reward it can be selected as part of the quote within Chubb Life's online quote tool (as seen below).

A BMI calculator is available on [Adviser Hub](#) to help assess if a customer fits within the eligible BMI range.

Customer Details

Tell us about your customer

First Name\*

Thomas

Last Name\*

Smith

Sex (Assigned) at Birth \*

☒ Male ☐ Female

Enter Date by

☒ DOB ☐ Age

Date of Birth\* ⓘ

12/06/1981

Age

42

Smoker\* ⓘ

☐ Yes ☒ No

Occupation\* ⓘ

Accountant

Class

1

Disability Available

10% Lifetime Reward ⓘ

☒ Yes ☐ No

+ Add Customer

Tell us what insurance is needed

Assurance Extra

Assurance Extra Business

Next

Cancel

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**7. What if the 10% Lifetime Reward was added to a quote but the customer isn't eligible?**

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Once quoted for, eligibility for the discount will be validated through the underwriting process. If the underwriting process identifies the customer **isn't** eligible for the 10% Lifetime Reward, the discount will be removed. This will be communicated to the Adviser.

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**8. What if the 10% Lifetime Reward hasn't been added to a quote but the customer is eligible?**

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Once a quote is completed, eligibility for the discount will be assessed through the underwriting process. If the underwriting process establishes the customer **is** eligible for the 10% Lifetime Reward, the discount will be applied to the policy. This will be communicated to the Adviser.

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**9. What if a customer was issued with a 10% Lifetime Reward then later no longer meets the eligibility criteria?**

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The 10% Lifetime Reward is applied to the applicable portion of cover for the life of the policy and will not be removed if the customer subsequently no longer meets eligibility criteria.

For example if a customer has the 10% Lifetime Reward applied to their cover then later is no longer within the BMI range, the discount will still remain for that portion of the cover.

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**10. What if an increase/additional cover is applied for?**

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For medically underwritten increases quoted and issued from 26<sup>th</sup> June 2023, eligibility for the 10% Lifetime Reward is assessed and applied separately for each application.

If the customer satisfies all the eligibility criteria at the time of applying for the increase, the 10% Lifetime Reward is available on the increased portion of cover only.

An increase will only be eligible for the 10% Lifetime Reward if Chubb Life is offering it at the time of the increase. Eligibility will be assessed based on the criteria at that time.

The 10% Lifetime Reward will not be passed back to any existing cover that was not previously eligible for the discount.

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**11. What if a policy/cover becomes eligible after being issued?**

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Where a customer wasn't originally eligible for the 10% Lifetime Reward, but later satisfies the eligibility criteria (e.g. move within the BMI range), we can't retrospectively apply the discount to existing cover.

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**12. How does this offer affect policies that are currently in the pipeline and have yet to be issued?**

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For (i) applications submitted before the 26<sup>th</sup> June that are still in the pipeline, and (ii) applications quoted before 26 June 2023 but submitted on or after that date, the underwriting team will determine if the customer is eligible for the 10% Lifetime Reward. If the customer is eligible this will be communicated in the final underwriting assessment.

The Adviser can then choose to either: (a) submit a new quote on our new rates with the 10% Lifetime Reward applied or to (b) continue with original quote without the 10% Lifetime Reward, provided the quote remains valid.

The 10% Lifetime Reward is not available on pre-26 June 2023 rates.

**13. The 10% Lifetime Reward must be confirmed by Chubb Life**

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The 10% Lifetime Reward discount is only available on policies confirmed by Chubb Life as eligible for it.

The discount will not be applied retrospectively to any policy, and Chubb Life will not be liable in any way to any person for failure to apply a 10% Lifetime Reward to any policy.

**14. The 10% Lifetime Reward can't be offered on top of other discounts**

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The 10% Lifetime Reward discount cannot be combined with any other discounts or offers unless determined otherwise with Chubb Life.

**15. Changes to the 10% Lifetime Reward offer**

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Chubb Life may stop offering the 10% Lifetime Reward and/or change the terms on which it is offered at any time.

Any change will not affect any 10% Lifetime Reward discounts already applied to a policy, but may affect eligibility for subsequent changes to the policy.