



# Dear Valued Adviser,

At OnePath, looking after you and your clients both today, and in the future is paramount to us. We always value your feedback and strive to deliver the benefits you and your clients want wherever we can.

In this product release we have made some enhancements to our Trauma Cover, making a great benefit even better. We've also refined our policy wordings across our Assurance Extra and Business Assurance products, providing consistency across benefits, improved clarity and greater certainty at claim time.

We hope the product changes outlined in this brochure will give you even more confidence in recommending OnePath to your clients.

If you have any questions or feedback regarding any of the changes outlined in this brochure please contact your Regional Sales Manager.

Kind regards,

Jeremy Nicoll

General Manager Adviser Distribution





# Trauma enhancements

The number of Trauma claims we receive at OnePath is continuously on the rise and we've seen just how valuable these payments are in a client's time of need. To ensure our Trauma Cover remains relevant and up to date for your clients we've made some great new enhancements.

We've improved a number of trauma definitions, introduced new conditions, included new partial payments and removed the stand down period for a number of partial payments.

These enhancements apply to Trauma Cover under both Assurance Extra and Business Assurance.



# Enhancements to Trauma definitions

	PREVIOUS COVER	NEW COVER		
Cancer – Melanoma full payment	Malignant melanomas were covered provided they met the Clark Level or Breslow criteria below.  Malignant melanomas are covered provided they are:  Of at least Clark Level 3 depth of invasion; or  Thickness measuring at least 1.5mm using the Breslow method as determined by histological examination.	OnePath has now incorporated an additional alternative criteria for a Life Assured to qualify for a full payment ie 'Evidence of ulceration as determined by histological examination'.  Malignant melanomas are covered provided there is:  • Evidence of ulceration as determined by histological examination; or  • At least Clark Level 3 depth of invasion; or  • Thickness measuring at least 1.5mm using the Breslow method as determined by histological examination.		
Cancer – Melanoma partial payment	For a partial payment the melanoma was required to be at least Clark level 1 as determined by histological examination and have a Breslow thickness of at least 0.5mm.	For a partial payment the melanoma now only needs to be less than 1.5mm Breslow thickness and less than Clark Level 3 as determined by histological examination.		
Cancer – partial definition	Carcinoma in Situ was defined by a list of possible cancer sites (i.e. Breast, Cervix uteri, Vagina, Vulva, Fallopian tubes, Ovary, Corpus uteri, Perineum, Penis, Testicle).	Carcinoma in Situ is now more broadly covered as the list of possible cancer sites has been removed and carcinoma in situ of any site is covered (apart from skin cancer and CIN-1 and CIN-2).		



	PREVIOUS COVER	NEW COVER	
Dementia	Dementia directly related to alcohol or drug abuse was excluded.	The alcohol and drug abuse exclusion has been removed.	
Organ transplant	The Life Assured previously had to have undergone, or be on the New Zealand Waiting List for a human organ transplant (of one or more or the listed organs).	OnePath will now also accept claims under this Trauma condition if the Life Assured has been placed on the Australian waiting list.	
Primary Pulmonary Hypertension	The Life Assured previously required a diagnosis of Primary Pulmonary Hypertension with substantial right ventricular enlargement established by investigations including cardiac catheterisation, resulting in permanent irreversible physical impairment to the degree of at least Class 3 of the New York Heart Association Classification of Cardiac Impairment.	Two of the criteria have now been removed for the Life Assured to qualify for this benefit.  Under the new wording Primary Pulmonary Hypertension means; "The Life Assured has primary idiopathic pulmonary hypertension associated with right ventricular enlargement established by cardiac catheterisation."	
Severe inflammatory bowel disease	The Life Assured previously required a diagnosis of Crohn's disease and/or ulcerative colitis that has failed surgical and conventional medical intervention and requires indefinite Immunosuppressive therapy.	The new wording requires that conventional medical treatment has failed and that <b>either</b> indefinite immunosuppressive therapy <b>or</b> surgical removal of the entire large bowel (colon and rectum) is required.	



# New Trauma conditions

CONDITION	DEFINITION			
Creutzfeldt-Jakob Disease ('human mad cow disease')	Means the unequivocal diagnosis of Creutzfeldt-Jakob Disease by an appropriate Specialist approved by OnePath, with signs and symptoms of:  • cerebellar dysfunction;  • severe progressive dementia;  • uncontrolled muscle spasm;  • tremor; and  • athetosis resulting in the requirement for permanent and continual medical supervision.			
Open Heart Surgery	Means the undergoing of open heart surgery for treatment for:  • a cardiac defect;  • cardiac aneurysm; or  • benign cardiac tumour.  Repair via catheter surgery or via percutaneous devices, minimally invasive 'keyhole' or similar techniques are specifically excluded.			
Cognitive impairment	<ul> <li>Means the permanent and irreversible loss of cognitive function due to an Illness or Injury of the brain resulting in either:</li> <li>At least a twenty five per cent (25%) Whole person Impairment that is permanent; or</li> <li>The permanent inability to perform at least two (2) Activities of Daily Living without the assistance of another adult person.</li> </ul>			



# New partial payments

CONDITION	DEFINITION		
Colostomy and/or Ileostomy	Means the creation of a permanent non-reversible opening linking the colon and/or ileum to the external surface of the body.		
Burns of limited extent	Means tissue injury caused by thermal, electrical or chemical agents causing full thickness burns to at least 9%, but less than 20%, of the body surface area as measured by the 'Rule of Nines' or the Lund and Browder Body Surface Chart.		

# The 90 day stand down period has been removed for the following partial payments:

- Adult insulin dependent diabetes mellitus
- Loss of limb
- Severe osteoporosis
- Severe rheumatoid arthritis
- System lupus erythematosus (SLE) with lupus nephritis.

### Business Assurance Trauma Cover

In addition to the new Trauma enhancements we have made some favourable changes to our Business Assurance Trauma Cover to better align it with Assurance Extra Trauma Cover.

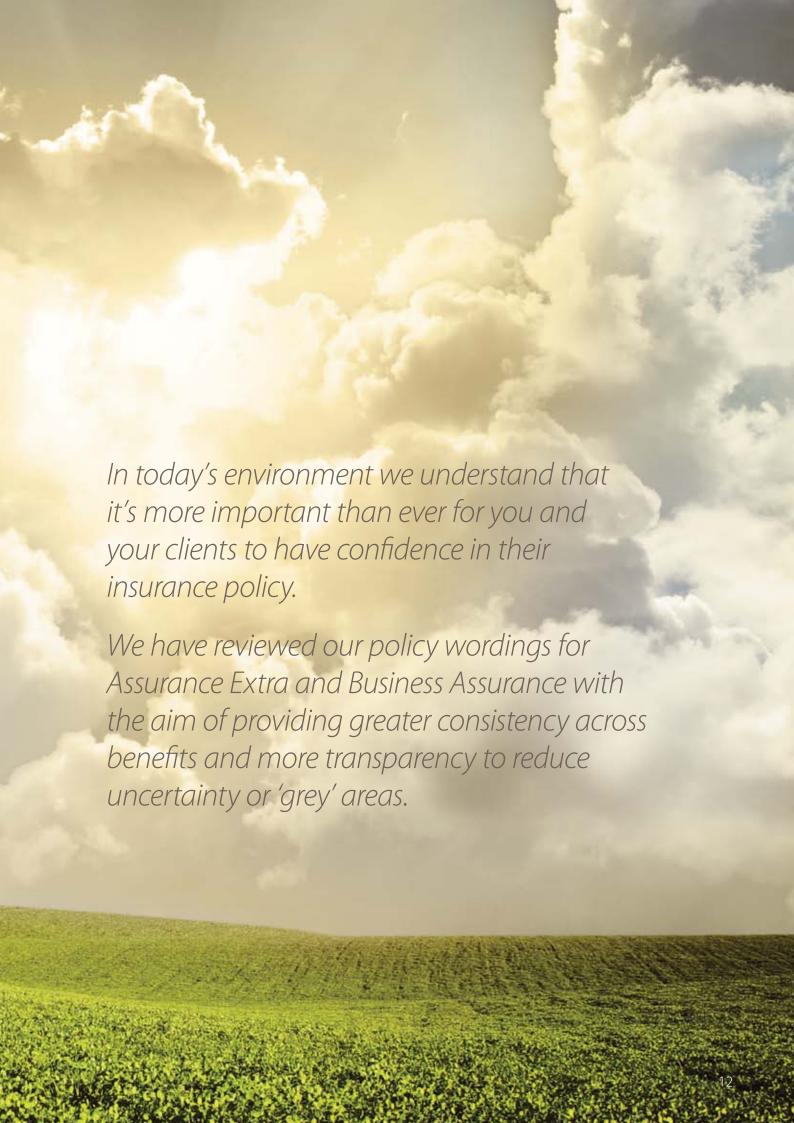
- Business Assurance now covers the same conditions as Assurance Extra (with the exception of Terminal Illness)
- · We have added the Return to Home Benefit
- We have added the Support Person Accommodation Grant and Transfer Benefit
- We have added the partial payment for low grade cancers
- The optional life cover buy- back benefit has been enhanced to allow a 6 month wait period for a number of conditions before the life cover can be bought back ie Paraplegia, Parkinson's Disease, Alzheimer's Disease, Dementia, Blindness, Combined Loss of Limb and Sight, Loss of Limbs, Multiple Sclerosis.

### POLICY UPGRADE BENEFIT - OUR GUARANTEE TO YOUR CLIENTS

Don't forget - whenever we make enhancements to our product range we pass them on to your clients\*. This means that if they ever need to make a claim, they can have comfort in knowing that they will be assessed using the best of either the most recent policy wordings, or the policy wording provided to them when the policy commenced.

\*These changes apply to all OnePath Life policies issued on or after 1 May 2004.







# Parental Leave Loyalty Benefit

We have both clarified and enhanced our policy wordings for this benefit. Previously this benefit did not provide cover for pregnancy or birth related conditions. This exclusion has now been removed (apart from any mental condition related to the pregnancy or birth).

We have also clarified the eligibility criteria – the policy must be current and not in arrears at the time the Parental Leave Loyalty Benefit is applied for. Suspension of premiums cannot be backdated.

# Client Membership Benefits

We have clarified the services available to OnePath customers under this unique and valuable benefit. We have also specified that Client Membership Benefits are available to New Zealand residents only and that a 90 day stand down period applies.



# Remind your clients about the free and independent services available to them.

### Illness-related services include:

Grief counselling, illness counselling, anxiety counselling, depression counselling, anger management and relationship guidance.

### **Support services include:**

Stop smoking counselling, drug addiction counselling, alcohol addiction counselling, gambling addiction counselling, small business advice, career counselling and budgeting advice.

# Guaranteed level premiums – Assurance Extra

We have reviewed the section in the policy wording related to premium review periods and clarified the level cover benefits that have their premiums guaranteed:

		PREMIUM REVIEW PERIODS						
		1 Year	5 Year	5 Year 5% Stepped	10 Year	To age 65	To age 80	
	Life Cover	X	Guaranteed	Guaranteed	Guaranteed	Guaranteed	Guaranteed	
	Life Income Cover	X	Guaranteed	Guaranteed	Guaranteed	N/A	N/A	
	Complete Disablement Cover	Χ	Guaranteed	Guaranteed	X	N/A	N/A	
ᇤ	Trauma Cover	X	Guaranteed	Guaranteed	Х	N/A	N/A	
PROTECTION BENEFIT	Income Cover	X	Χ	Х	Χ	N/A	N/A	
	Sickness Only Income Cover	X	Χ	X	X	N/A	N/A	
	Mortgage Repayment Cover	Χ	Χ	X	X	N/A	N/A	
	Premium Cover	X	Χ	Х	Х	N/A	N/A	
	Major Medical Cover	Х	X	X	X	N/A	N/A	

### **ACCELERATED COVER**

We have clarified that where an accelerated benefit has been paid, any other accelerated benefit reduces to the level of the remaining life cover.

### **LIFE EVENTS BENEFIT**

We have clarified that the most recent terms apply to any increase in cover under the Life Events Benefit.

For Mortgage Repayment Cover, the limitation of only one increase per year has been removed.

### **POLICY CANCELLATION**

We have now better aligned our policy wording with our practice around cancellations and clarified that the effective date of cancellation depends on the payment frequency.

# KEY PERSON START-UP COVER, MORTGAGE REPAYMENT COVER, SELF EMPLOYED AGREED VALUE INCOME COVER

We have clarified the partial disability calculation.

Amount payable = sum insured amount X (1-(hours worked per week while partially disabled/hours worked per week on average in the 3 months prior to total disability)).

### **DEFINITIONS**

To help your clients better understand their policy we have added more definitions to the Assurance Extra umbrella wording.

### **OTHER CHANGES**

Throughout the Assurance Extra and Business Assurance documents you will note that we have improved the formatting and consistency across benefits.

Take a look at the new wordings on the Adviser Hub.

# More reasons why your clients can have confidence in their OnePath policy

- We've been paying claims for over 11 years and throughout this time we have remained committed to our philosophy to do what's right for our customers every time. That means we look for ways to pay claims not how to get out of paying them.
- OnePath Life (NZ) Limited has an AA- (very strong)
   current insurer financial strength rating from
   Standard & Poor's (Australia) Pty Limited.
   This means that OnePath Life is considered to
   have a very strong ability to pay out eligible claims.



A summary of the rating scale can be viewed on our website at onepath.co.nz/insurance or at our office. Alternatively the full rating scale is published by Standard & Poor's on its website at www.standardandpoors.com.





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