

How to get back on track

MLC Critical Illness insurance

Now with the exclusive medical
advice service by Best Doctors.



**Around half of all
Australians aged over
30 will suffer at least
one of the seven health
conditions that can lead
to long-term disability
and, consequently, a
long-term loss of income.**

Source: NATSEM. Health and Income in Australia, 2003.

'It won't happen to me'

How would your family or loved ones cope if you suffered a stroke or were diagnosed with cancer?

Consider these facts

- One third of women and a quarter of all men will suffer cancer at some stage in their lifetime, over half of whom will live longer than five years after diagnosis. ¹
- Cardiovascular disease affects one in five Australians and two out of three families. ²
- By the age of 75, one in three Australian males and one in four females will have been diagnosed with cancer. ³
- Research shows that the average total cost to raise two children from birth to age 21 is about \$537,000. ⁴
- Remember, we're living longer than before with the increased risk of suffering a serious illness or condition. ⁵

How would your loved ones cope financially if something were to happen to you?

Living expenses alone could set you back around \$80,000 per year. ⁶

That adds up to a tidy sum to find at short notice.

But is that still enough, given the other hefty costs that may have to be paid for such as medical treatment, eg breast cancer treatment can cost up to \$60,000 for the drug alone?

Not only might you lose your income through not being able to work, you might also have to:

- tap into your savings,
- sell your home, or
- face major costs for medical treatment, and rehabilitation.

Not a pretty picture.

However, for around \$3 per day ⁷ you could cover the premium for Critical Illness insurance and rest easy that your family is protected.



- ¹ Cancer Council: Cancer in Australia: an overview, 2008.
- ² National Heart Foundation Statistics, 2009.
- ³ Australian Institute of Health and Welfare, Australia's health 2008.
- ⁴ NATSEM Income and Wealth report 18, 2007.
- ⁵ Australian Bureau of Statistics, Measures of Australia's Progress, 2009.
- ⁶ NATSEM Health and Income in Australia, 2003.
- ⁷ Based on a male, non-smoker, aged 37, purchasing \$200,000 of MLC Critical Illness Plus cover as an extension to Life Cover on a level premium.

MLC Critical Illness insurance

Ease the financial pain.

MLC Critical Illness insurance can help ease the financial impact of a critical illness on your family.

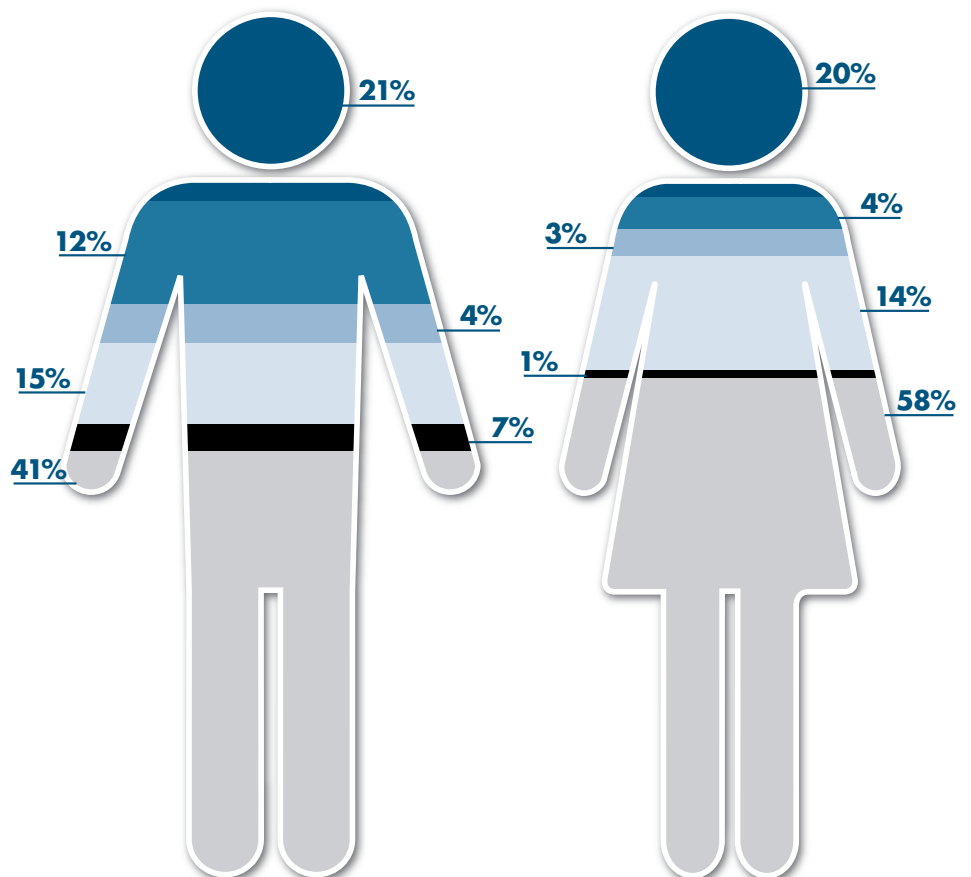
Critical Illness insurance isn't a substitute for income protection or private health insurance.

It pays you a lump sum when you need it most; instead of depleting your savings or further adding a financial burden to the mortgage.

This type of insurance can be used to fund the costs of help around the house, cover any medical treatment, reduce the mortgage payments and fund specialist medical care.

MLC Critical Illness insurance can lighten your financial load so you can get yourself back on track.

Who needs Critical Illness insurance?



The general population data shown here is based on being 30 now.

Statistically, before the age of 70 you...

- Will be diagnosed with cancer.
- Will have a heart attack.
- Will suffer a stroke.
- Will suffer from another critical illness.
- Will die from something other than a critical illness.
- Will not have suffered a critical illness.

Source: Munich Reinsurance Group in Australasia, 2009.

We offer a choice of cover types

We offer two types of MLC Critical Illness insurance:

- **Standard** – basic cover at an affordable price,
- **Plus** – incorporating a wider range of benefits and options.

Although MLC Critical Illness Standard covers fewer conditions compared to MLC Critical Illness Plus, four of these conditions (heart attack, coronary artery bypass surgery, malignant cancer and stroke) account for 91% of all MLC Critical Illness claims based on statistics for the period ending 31 March 2008.

What's covered by MLC Critical Illness Plus and Standard? ¹

Critical condition	Critical Illness Standard	Critical Illness Plus	Critical condition	Critical Illness Standard	Critical Illness Plus
Aorta repair ²		✓	Major burns		✓
Aplastic anaemia		✓	Major organ transplant		✓
Bacterial meningitis		✓	Malignant cancer ²	✓	✓
Benign brain tumour		✓	Meningococcal septicaemia		✓
Blindness		✓	Motor neurone disease		✓
Cardiomyopathy		✓	Multiple sclerosis		✓
Chronic kidney failure		✓	Muscular dystrophy		✓
Chronic liver failure		✓	Open heart surgery		✓
Chronic lung failure		✓	Out of hospital cardiac arrest		✓
Coma		✓	Parkinson's disease		✓
Coronary artery angioplasty ^{2,3}		✓	Paralysis (includes paraplegia, quadriplegia, hemiplegia, diplegia, tetraplegia)		✓
Coronary artery angioplasty—triple vessel ^{2,4}		✓	Pneumonectomy		✓
Coronary artery bypass surgery ²	✓	✓	Primary pulmonary hypertension		✓
Deafness		✓	Severe osteoporosis		✓
Dementia or Alzheimer's disease		✓	Severe rheumatoid arthritis		✓
Encephalitis		✓	Stroke ²	✓	✓
Heart attack ²	✓	✓	Total and permanent disability—optional—not available with standalone insurance	✓	✓
Heart valve surgery ²		✓			
HIV contracted through medical procedures		✓			
HIV contracted through your work		✓			
Intensive care		✓			
Loss of independence	✓	✓			
Loss of speech		✓			
Major brain injury		✓			

¹ Conditions covered by Critical Illness Standard and their definitions may change.

² Qualifying periods apply.

³ Coronary artery angioplasty benefit will only apply if your Critical Illness benefit is \$100,000 or more. The benefit payable for Coronary artery angioplasty is 10% of the Critical Illness benefit up to a maximum of \$20,000. You can claim for this condition only the first time you have this operation.

⁴ The benefit payable for Coronary artery angioplasty—triple vessel is 100% of your Critical Illness benefit. It is only available the first time you have this operation.

MLC Critical Illness Plus Extra Benefits Option

This option is available if you choose MLC Critical Illness Plus, either as part of your MLC Life Cover or as insurance on its own (standalone).

With MLC Critical Illness Plus, Extra Benefits Option, you can choose from two more significant features:

1. An additional 20 critical conditions for which, upon medical diagnosis, you can receive 20% of your MLC Critical Illness benefit. (See the table.)
2. You can buy back your MLC Critical Illness cover 12 months after your full benefit has been paid.

So even if you claim on your policy now, you can be confident that your financial future can be protected for other critical conditions later on. ²

This is subject to a minimum payment of \$10,000 and a maximum amount depending on the condition as shown in the table.

Please refer to the current Product Disclosure Statement for details. Only one claim will be paid for each critical illness.

Additional conditions ¹ covered with the Extra Benefits Option	Maximum benefit
Loss or loss of the use of one foot or one hand.	\$200,000
Loss of sight in one eye.	
Adult onset insulin dependent diabetes mellitus.	\$100,000
Advanced endometriosis.	
Carcinoma in situ of the breast.	
Chronic lymphocytic leukaemia.	
Deafness in one ear.	
Diagnosed motor neurone disease.	
Diagnosed multiple sclerosis.	
Diagnosed muscular dystrophy.	
Diagnosed Parkinson's disease.	
Facial reconstructive surgery and skin grafting.	
Placement on waiting list for major organ transplant.	\$50,000
Prostate cancer.	
Serious accidental injury.	\$20,000
Congenital abnormalities of a Child.	
Death of a Child.	\$20,000
Inability of a Child to gain independence.	
Melanoma.	
Specified complications of pregnancy.	

Keeping your children protected.

Did you know there are no minimum or maximum age limits for the definition of a child?

And there's no need to provide health information on your children when you apply, or for the children to be listed on your policy.

You can stop worrying about what may or may not happen to you and your family, and get on with enjoying life!

¹ All critical conditions have specific definitions and all parts of the definition must be met before a benefit can be paid. Some critical conditions have a qualifying or waiting period. Please refer to the current Product Disclosure Statement for details. Only one claim will be paid for each critical illness.

² Subject to an exclusion for the condition, or any related condition, for which your full benefit had been paid.

Mike and Diane's ¹ true story

Mike and Diane celebrated Australia Day in typical fashion with a barbecue, with only six weeks until the birth of their first child.

Five days later, their whole world turned upside down when Diane suffered a severe brain aneurism, leaving her comatose and requiring immediate life support. Six days after the aneurism, baby Robbie was born by Caesarean.

The long road to recovery

Diane remained on life support for a further three weeks before waking up and becoming aware of significant paralysis throughout the right side of her body and also that she was unable to communicate clearly.

Over three months of intense rehabilitation, Diane re-learnt how to walk, talk and do everyday tasks like bathing.

Things were now starting to look up for the family from a health perspective. Their financial situation, however, was a different story.

Battling an uncertain financial future

Before the dreadful event, Mike and Diane were financially secure with a home of their own in one of Brisbane's inner city suburbs and a baby on the way.

Two years before marrying Diane, Mike was advised to take out Income Protection insurance which he did—just in case.

However, once married, he didn't review Diane's insurance needs.

Unfortunately, illnesses like brain aneurisms do not discern between those who have insurance and those who do not.

Diane couldn't cope at home alone with her disabilities and a baby, so they moved in with her parents.

In order to continue to reduce their level of debt, the couple rented out their inner city home.

The hard road to independence

Had Mike and Diane had the benefit of insurance behind them, this story could have had a different ending.

While Diane's great determination helped her to succeed in learning to walk again and communicate effectively.

The added pressures the couple experienced financially could have been avoided if they'd had Critical Illness insurance.



¹ The names have been changed for privacy purposes. The photo is being used for illustrative purposes only.

Level premium the affordable answer, long-term

When you take out insurance such as MLC Critical Illness you need to take a long-term view, as we never know when a serious illness may happen.

At this point, cost may have raised its head in your mind. Rest assured, there is an affordable answer.

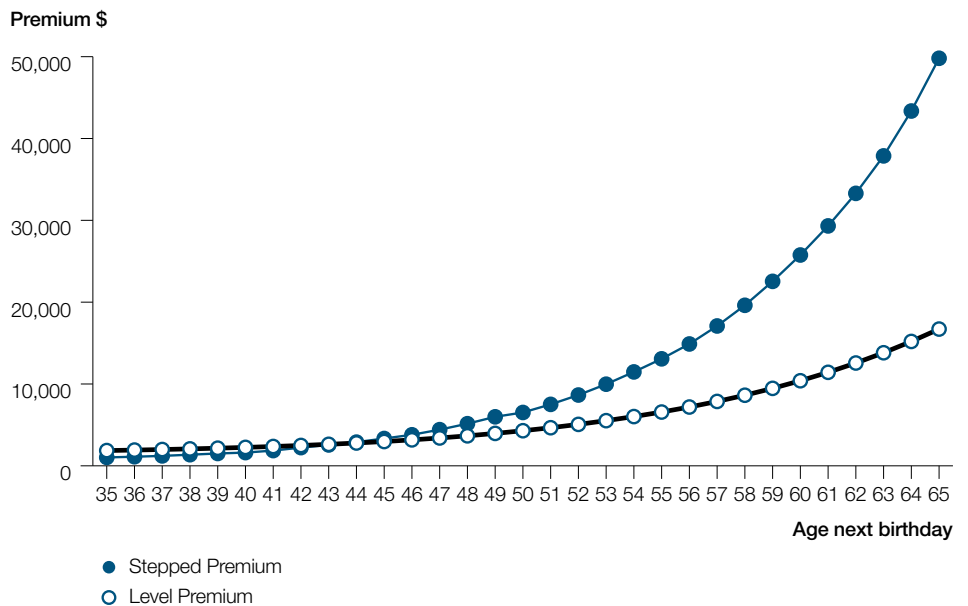
The benefits of being on the level

There are generally two ways you can pay your premium (rather like choosing between fixed or variable rate home loans).

1. **A stepped premium** that is calculated each year in line with your age, and so gets more expensive as each year passes.
2. **Or a level premium**¹ that is based on your age when the cover commenced, and consequently works out far more affordable over the years.

So it makes sense to choose the option that is likely to make your insurance more affordable for the long-term and for you to have protection when you need it most—when you get older.

MLC Critical Illness insurance (standalone) Level vs stepped premiums



Insurance assumptions: Male, non-smoker, age 35, \$200,000 sum insured, 3% CPI, with Policy Fee.

The end benefits			
	Level	Stepped	Saving
Total premiums to age 65	\$185,060	\$390,802	\$205,742

With a bit of forward planning, and the right premium option, you could reduce the long-term cost of your insurance considerably. Remember the younger you start with level premium the cheaper for you in the long run.

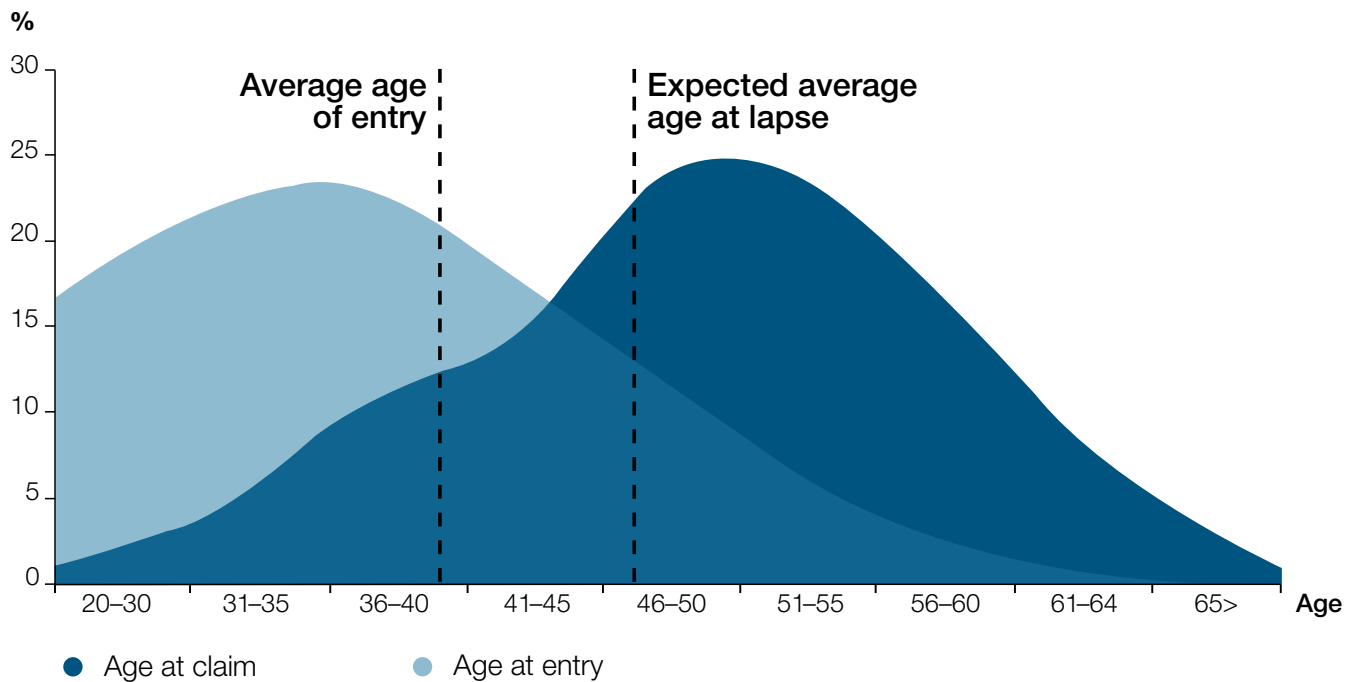
¹ Level premium doesn't mean your premiums are guaranteed or do not change. Level premium rates may increase over time due to rate increases, CPI increases and policy fee increases. However, unlike stepped premium, level premium (excluding CPI and the policy fee) doesn't go up by age-related increases.

It's there when you need it

It's when you get older that you need insurance the most.

In our experience, people take out Critical Illness insurance at age 39, but they let their insurance lapse just when they start to need it most when they reach age 47.

So it makes sense to choose the premium option that is likely to make your insurance more affordable for the long-term and for you to have insurance when you need it most.



Sources: Age at entry by policy for in force business at 30 June 2009. Claim Statistics Analysis Lump Sum January 04—December 08. Expected average age at lapse based on MLC assumptions.

Exclusive to MLC the Best Doctors' service

Medical advice when you need it most.

With MLC Critical Illness insurance you and members of your family ¹ get exclusive access to the unique medical advice service by Best Doctors.

Imagine for a moment your doctor has told you (or someone in your immediate family) you're seriously ill.

Having MLC Critical Illness insurance can help provide financial security, but we know the initial reaction at this emotional time is to ask a number of key questions.

- Is the diagnosis correct?
- What's the treatment?
- What are the best treatment options?
- What's going to happen to me and my family?

The answer is you speak to Best Doctors.



Best Doctors was established to achieve one specific goal; namely to connect seriously ill people to a network of peer-nominated, leading specialists from around the globe.

These doctors will be able to provide confidence, clarity and certainty to the patient's diagnosis and treatment plan.

It means you don't have to waste precious time researching for leading specialists or treatments (a Google search for 'cancer' reveals 189,000,000 results, a bewildering amount of information for anybody).

Best Doctors does it all for you.

And all this is done at no additional cost to you. MLC pays for your access to this service, not you. ²

With the MLC Critical Illness insurance solution you have the comfort of knowing that you and your family may not only be financially secure but you will also have the comfort of knowing that, with Best Doctors, you have access to leading medical knowledge.

MLC Critical Illness insurance really helps give you the best chance of returning to your previous quality of life.

'From the minute I was put in contact with Best Doctors, I had a GP and several consultants overlooking my medical records and explaining things to me ...I was so informed that I was calm and confident about what was happening ... I am extremely grateful for your fantastic service.'

Bernadette O'Sullivan (Patient)

¹ Family means you, (as the insured), your spouse and your dependent children.

² When accessing the service, you may incur personal expenses such as faxing or mailing any completed information and consent forms to Best Doctors.

Which illnesses or conditions does Best Doctors review?

Best Doctors will arrange advice about critical illness, chronic or degenerative conditions, regardless of whether it's a listed condition under your MLC Critical Illness insurance.

If you would like to discuss whether advice is available for your particular situation, call Best Doctors at **1800 186 088**.

Please note: consultations regarding acute care (emergency room) cases, pregnancy and mental health conditions are not available through Best Doctors.

Will the Best Doctors service affect an insurance claim?

Best Doctors will not share their findings with MLC and your use of the service won't affect our assessment of a claim.

The Best Doctors InterConsultation™ report cannot be used to support a claim with MLC; nor will MLC request a Best Doctors report in connection with a claim.

However, your treating specialist may, with your consent, share information from the Best Doctors InterConsultation report with MLC.

Your privacy will be protected throughout the process.

'From start to finish the service was fantastic ... the team were completely supportive and I was delighted with the information I received. I was able to understand my condition completely. All of this information was empowering to me ... I felt more in control as I had better understanding.'

Carmel Doherty (Patient)



Why MLC is the right choice

Insurance you can depend on

With over 120 years of protecting Australians' wealth, it's no surprise we provide more personal insurance to Australians¹ than any other company.

We keep insurance simple so you know the benefits stated in your policy are the benefits you'll receive.

In 2009 we were voted, for the second consecutive year, Life Insurance Company of the Year at the Australian and New Zealand Insurance Industry awards.

All this, along with Standard & Poor's AA rating, means that you can be confident, when it comes to claim time, you really can depend on us.



Keeping your insurance up-to-date

We continuously look for ways to improve the features and benefits of our insurance offer so you'll receive better protection.

Where it won't affect your premiums, we automatically upgrade your insurance whenever we improve our products.

We also keep you informed of any innovations or enhancements we make that you can take advantage of.

Get advice

You should seek advice before taking out MLC Critical Illness insurance, or altering an existing policy.

A financial adviser can help you select the level of cover that best suits you and review any of your existing insurance policies.

If you don't have an adviser, contact MLC on **132 652**, 8 am to 6 pm AEST/AEDT, Monday to Friday or visit mlc.com.au

MLC Critical Illness insurance

Tips and traps

- It's important to also insure your partner. Even if they're not working, critical illness is likely to have a serious financial (as well as emotional) impact on the family.
- When choosing your insurance provider and policy, review the range of circumstances under which benefits are payable.
- Ask your financial adviser about the most cost-effective way you can pay your premiums.
- You have complete flexibility with your lump sum payment. It can fund a recovery holiday at a health resort, alterations to your house such as installation of a ramp, or even to help replace lost earnings or savings.
- For a cost-effective insurance solution, consider combining Life insurance with your Critical Illness insurance.
- Different insurance products offer different cover, so when you take out insurance make sure you understand exactly what you're covered for.

¹ As at 30 June 2009, DEXXR & R league tables.

MLC Personal Protection Portfolio at a glance

MLC Critical Illness insurance is part of the MLC Personal Protection Portfolio, a comprehensive Portfolio of insurance.

It protects against specific risks and allows you to choose the cover you want, when you want.

This also gives you the option of having your MLC Critical Illness insurance as part of your MLC Life Cover, as a connected benefit (as part of your MLC Life Cover but on a separate policy with one policy fee) or as standalone insurance.

Speak to your adviser about what's right for you.

The Portfolio also includes:

- Life Cover,
- Total and Permanent Disability,
- Income Protection,
- Business Expenses, and
- Premium Waiver.

It is

Convenient – whatever type of insurance you choose from the Portfolio, with MLC you generally only pay one policy fee. You can also insure up to six people under the same policy.

Flexible – each insurance can be structured with either level or variable benefits and premiums. You can also easily upgrade and rearrange your cover as your circumstances change.¹

Simple – MLC Personal Protection Portfolio policies are in plain English, making them easy to understand.

Fair – all policies carry a 14 day cooling-off period. You can obtain a full refund of the premiums paid as long as you notify MLC in writing within 14 days.

Essentially, the MLC Personal Protection Portfolio helps you protect you and your family's financial future.

And, because it's a specially designed package of insurance, generally you pay only one policy fee, no matter how many types of insurance you choose as part of the Portfolio.

Get advice

You should seek advice before taking out MLC Critical Illness insurance, or altering an existing policy.

A financial adviser can help you select the level of cover that best suits you and review any of your existing insurance policies.

If you don't have an adviser, contact MLC on **132 652**, 8 am to 6 pm AEST/AEDT, Monday to Friday or visit mlc.com.au

¹ Full details are contained in the current Product Disclosure Statement for MLC Personal Protection Portfolio.





Proudly supported by MLC.

Lifewise is being coordinated by the Investment and Financial Services Association (IFSA) and is being funded by special contributions from IFSA's life insurance and reinsurance members such as MLC.

Insurance can help safeguard everyday life. But for most people the amount they have may not be enough to protect what they treasure in the event of an accident, sickness or death.

Lifewise will show you how taking some simple steps now can help to secure your future.

For more information go to:
www.lifewise.org.au



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Important information

Best Doctors isn't insurance (including health insurance) and it doesn't replace your relationship with your current doctor or medical specialist. Information about the history of Best Doctors and choice of specialists was sourced from Best Doctors.

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Any product information about MLC Critical Illness insurance contained in this brochure must be read in conjunction with the current version of the Product Disclosure Statement (PDS) for MLC Personal Protection Portfolio as terms, conditions and exclusions apply. Applications for MLC Personal Protection Portfolio, which are subject to acceptance by MLC, must be made on the Application Form contained in the PDS.

MLC Limited (ABN 90 000 000 402, AFSL 230694) of 105-153 Miller Street, North Sydney, NSW 2060, a member of the National Australia Group of companies, is the issuer of MLC Personal Protection Portfolio. An MLC Personal Protection Portfolio policy does not represent a deposit with, or a liability of, National Australia Bank Limited (ABN 12 004 044 937) or any other member of the National Australia Group of companies (other than a liability of MLC Limited as insurer). Neither National Australia Bank Limited, nor any other member of the National Australia Group of companies (other than MLC Limited as insurer) guarantees or accepts liability in respect of MLC Personal Protection Portfolio.

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MLC Insurance

How to contact MLC

For more information call
MLC from anywhere in
Australia on **132 652** Mon–Fri,
8 am – 6 pm AEST/AEDT
or contact your adviser

Website: mlc.com.au

Postal address:

MLC Limited, PO Box 200
North Sydney, NSW 2059