

Zurich is giving COVID-19 vaccination protection for life insurance customers at no extra cost

Offering financial peace-of-mind to Australians around risk of COVID-19 vaccine side-effects

Zurich is giving COVID-19 vaccination protection at no extra cost to everyone insured under an eligible life insurance policy. An amount of up to \$50,000 in total will be paid to customers who can claim under their insurance because of suffering a serious side effect from an approved COVID-19 vaccination. We will make payments in the following three circumstances up to a combined total of \$50,000:

- For those covered in the event of death, a one-off payment of up to \$50,000 will be paid in the event of death due to complications arising from the vaccine.
- For those covered for total & permanent disability (TPD), a one-off payment of up to \$50,000 will be paid in the event of TPD due to complications arising from the vaccine.
- For those covered under Disability Income, payments will be made during any waiting period up to a total of \$50,000 in the event of total disability or partial disability.

We're doing this because we want to provide extra peace-of-mind for our customers as they weigh up the benefits and risks of having the COVID-19 vaccine, at a time when it is important for as many of us as possible to come forward for vaccination. While medical evidence indicates the likelihood of vaccine complications is extremely low, we understand that some people are concerned about the risk of a serious adverse reaction. Our initiative aims to reassure eligible customers by knowing that they will have extra financial support if they choose to be vaccinated and then suffer the rare instance of a serious side effect that requires them to claim.

Further details are outlined below

What is it?	A payment on death or total and permanent disablement (TPD) if you ¹ suffer a Serious Specified Side Effect, which directly results from a COVID-19 vaccination while you are insured under an eligible Zurich policy. There is also a payment if you suffer total disability (TD) or partial disability (PD) requiring your hospitalisation for at least 3 days while you are insured under an eligible Zurich Disability Income policy. Combined payments are capped at \$50,000 where more than one payment can be claimed.
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How much gets paid?	In the event of a claim, the following extra amounts will be paid:	
	Cover type	Details
	Lump sum	Extra COVID-19 vaccination protection payment up to \$50,000* in total for all your separate death and TPD covers in the Lump Sum Cover Type.
	Disability Income	Extra COVID-19 vaccination protection payment up to \$50,000* in total for all your separate Disability Income covers: <ul style="list-style-type: none"> • worked out as if each of your Disability Income covers had no waiting period • calculated on a daily basis while totally or partially disabled • uses the amount we would pay on each separate Disability Income cover under the policy terms • requires 3 days hospitalisation. If you are still partially or totally disabled when the waiting period ends, these payments cease and your policy terms then apply in the usual way.
* The most you can receive is capped at \$50,000 across all cover. For example: we pay you a COVID-19 vaccination protection total disability payment of \$10,000. If you later pass away, the COVID-19 vaccination protection death payment would be \$40,000.		

What is Disability Income Cover?	Disability Income cover pays a daily rate (i.e., recurring 1/30th of the monthly benefit) for each day that you remain partially or totally disabled. This includes Income Protection, Business Expenses and Group Salary Continuance cover.
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Are any products not eligible?	Zurich COVID-19 vaccination protection only applies where you have cover for death, TPD or Disability Income. It does not apply to other lump sum cover (such as trauma or living insurance), travel insurance, interim cover in force while we are assessing your insurance application or policies with no risk-based cover (such as investment bonds).
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¹ You and your refers to the life insured under the Zurich insurance policy

Further details are outlined below

How much does it cost? Nothing. There is no extra charge for COVID-19 vaccination protection.

How do I qualify? You receive a vaccination against the COVID-19 virus that is:

- approved by the Australian Therapeutic Goods Administration, and
- under an Australian Government vaccination program, and
- administered between 1 September 2021 and 31 December 2021²

and where:

- the vaccination is recorded in your Medicare Immunisation History
- within 90 days of receiving a vaccination, you suffer a Serious Specified Side Effect
- the Serious Specified Side Effect has caused your:
 - death, and you have death cover, or
 - total and permanently disablement (TPD) under a Zurich policy definition insuring you for TPD benefit, or
 - total disability (TD) or partial disability (PD) under a Zurich policy definition insuring you for Disability Income benefits and you were admitted to an Australian licensed hospital for three or more consecutive days
- a claim for a death, TPD, TD or PD benefit is lodged with us by 31 December 2022; and
- either:
 - we admit your claim for a death or a TPD benefit, or
 - we would admit your claim for a death or TPD benefit if your policy covered death or TPD arising from any cause and had no pre-existing exclusion, or
 - if you were admitted to an Australian licensed hospital for three or more consecutive days, we would admit your claim for a TD or PD benefit if your policy had no waiting period.

What is covered as a Serious Specified Side Effect? A Serious Specified Side Effect is a serious adverse reaction recognised by the Australian Therapeutic Goods Administration that is directly caused by your COVID-19 vaccine, and includes:

- Anaphylaxis (all vaccines)
- Thrombosis with thrombocytopenia syndrome (TTS – Blood clots) (AstraZeneca only)
- Myocarditis or pericarditis (mRNA only)
- Guillain-Barré Syndrome (all vaccines)
- Paresthesia (all vaccines), and
- Immune thrombocytopenia (all vaccines).

How does it work? This is a voluntary payment by Zurich, and not part of your insurance contract. We:

- choose to pay it, and use our own money to meet the cost³
- use your insurance terms and conditions as a reference point
- choose who and how we pay the extra benefit – this would usually be to you or your estate
- aim to pay the money quickly

Does this affect my insurance? No – it is an extra payment in the event of a claim. It is separate to the benefit payments under your insurance policy.

What restrictions and exclusions are there? Zurich COVID-19 vaccination protection will not be paid if:

- your hospital confinement occurs, or your vaccine is administered outside Australia, or
- you did not seek or did not follow all medical advice related to the vaccination or to your Serious Specified Side Effect or recommended treatment for it.

What details are required to make a claim?

- Satisfactory proof of immunisation
- Certification from a Medical Practitioner⁴ specifying the Serious Specified Side Effect that you suffered, and that it:
 - was the direct result of your COVID-19 vaccination,
 - directly caused your death, you to be totally and permanently disabled or totally or partially disabled under your Disability Income cover policy terms,
 - admitted to an Australian licensed hospital for 3 or more consecutive days (for payment under a Disability Income Cover Type only).
- Hospital discharge summary from your Australian licensed hospital (for payment under a Disability Income Cover Type only)

² Zurich can change this date to an earlier or a later date and can change the terms of Zurich vaccination cover at any time without prior notice. Changes can only take effect for Serious Specified Side Effects from vaccinations that occur after the effective date of the change. Changes will be published on Zurich's website at www.zurich.com.au.

³ This is a voluntary ex gratia payment provided by Zurich Australia Limited for its insured life insurance customers at no additional cost

⁴ A medical practitioner registered in Australia (excludes para-medical practitioners such as chiropractors, physiotherapists and naturopaths) who is not you (or the policyowner if different) or a relative, business partner or employee

I'm insured through my super fund. How does this work for me?

Zurich COVID-19 vaccination protection is a voluntary payment, and not part of your insurance contract. We will typically pay it directly to you or your estate.

I have consumer credit insurance for my home or personal loan. How does this work for me?

Zurich COVID-19 vaccination protection applies only to the death benefit. It is a voluntary payment, and not part of your insurance contract. We may pay it either to you or your estate.



Example of how the cover could work

Illustration only

Sophie has income protection (with a monthly benefit of \$10,000 per month) and Life Insurance. She suffers a serious specified side effect caused by an approved vaccine and is initially hospitalised for 15 days and is totally disabled for the full waiting period. After being on claim for a further 30 days, she passes away. The vaccine support payment would equate to:

- \$10,000 income benefit paid to Sophie to cover the period of Disability during the waiting period.
- And as she passed away, Sophie's Estate is paid a further \$40,000 (taking us to the \$50,000).
- This extra \$50,000 cover is available at no additional cost.

To speak to a Zurich customer care representative contact 131 551 or client.service@zurich.com.au

Important Information

Zurich COVID-19 vaccination protection is a voluntary ex gratia payment provided by Zurich Australia Limited ABN 92 000 010 195, AFS License 232510 for its insured life insurance customers at no additional cost. This information is current as at 1 September 2021 and does not take into account any personal objectives, financial situations or needs. You should consider these factors, the appropriateness of the information and the Product Disclosure Statement for your insurance cover before making any decisions. Furthermore, this product has been designed to meet certain objectives, financial situations and needs, which are described in our Target Market Determination available at zurich.com.au/tmd from 5 October 2021.

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