

## Insurance Application - Process

### 1. Personal Fact Find

A questionnaire designed to help the adviser understand the client's personal situation and determine appropriate level of cover to suit the client's current financial situation and objectives.

This can be done either online or via paper copy, which normally takes 10 - 15 minutes.

### 2. Indicative quotes

We will provide indicative quotes and further information based on our initial discussions and information garnished from the client fact find.

All quotes are based on RETAIL insurances policies (Life, TPD, Trauma and Income Protection) as opposed to Group policies (detailed comparison provided on next page).

### 3. Statement of Advice

If the client is genuine about insuring themselves, an advice document will be provided to the client detailing the adviser's recommendations and other key product information.

During this process we take a look at a number of factors including the structuring of your policy to ensure you get the most benefit *eg. We may recommend that you structure your Life and TPD insurance via your Super Fund and/or setting up a Super Linked TPD Own Occupation policy.* This will all be explained to you in the advice document, called a Statement of Advice.

The average turnaround time is approximately a week; however same day processing can occur for time critical matters.

### 4. Insurance Application

Once the advice document has been reviewed and accepted by the client, we will arrange for an online application to be processed with the insurer.

The client will also be required to complete a tele interview with the underwriting department providing information about their personal and family medical history. In certain instances, clients may be required to undergo further tests (bloods, fasting) depending on their level of cover and personal medical history.

Clients are provided with a 90 day interim certificate of cover until such time their new policy is in force and accepted by the insurer.

### 5. Ongoing Review

We recommend that clients review their personal insurance biennially to ensure that their policy remains appropriate for their personal situation.