

# Target Market Determination for MetLife Protect

MetLife Australia

1 October 2021



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# About this document

This Target Market Determination (TMD) has been prepared by MetLife Insurance Limited (ABN 75 004 274 882, AFSL 238096) ('MetLife') as issuer of the MetLife Protect product to comply with the Design and Distribution Obligations (DDO) in Pt 7.8A of the Corporations Act 2001.

The TMD seeks to offer distributors and MetLife staff with an understanding of the class of consumers for whom this product has been designed, having regard to the likely objectives, financial situation and needs of the target market. It is not a Product Disclosure Statement (PDS) or summary of the product features or terms.

Consumers should refer to the MetLife Protect and MetLife Protect Super PDS prepared 1 October 2021 (available at [www.metlife.com.au/insurance-solutions/personal-insurance/metlife-protect](http://www.metlife.com.au/insurance-solutions/personal-insurance/metlife-protect)) and supporting guides before making a decision about this product.

For the class of consumers whom MetLife Protect Super is likely to be suitable for, please refer to the MetLife Protect Super TMD prepared by Equity Trustees Superannuation Limited (ABN 50 055 641 757, AFSL 229757) available at [www.metlife.com.au](http://www.metlife.com.au).

Words that are capitalised in the TMD have a specific meaning, including:

- **Financial Commitment(s)** means the consumer has a responsibility to pay money. This may be because of debt, or because they have agreed to acquire products or services either now or a reasonable time in the future. Examples of financial commitments include:
  - A mortgage
  - A car loan
  - School fees
  - Utility bills
  - Medical bills.
- **Financial-in-kind Commitment(s)** means the consumer has a responsibility to provide goods or services now or at a reasonable time in the future. This may be because they have an obligation to provide some form of unpaid service. Examples of financial-in-kind commitments include:
  - Unpaid childcare responsibilities
  - Unpaid household responsibilities.

For all other capitalised terms, please refer to the definitions section of the PDS.

# MetLife Protect



<b>TMD effective date</b>	5 October 2021
<b>Product</b>	MetLife Protect
<b>Overall target market</b>	MetLife Protect is a financial product suitable for consumers who obtain financial advice from an Australian Financial Services (AFS) licensee. The product is available to consumers who meet the eligibility criteria and want to insure against the risk of death, trauma, disability, Illness or Injury (as defined in the MetLife Protect and MetLife Protect Super PDS), to meet Financial Commitments or Financial-in-kind Commitments.
<b>Distribution channel</b>	MetLife Protect is distributed via personal advice and general advice through Australian Financial Services (AFS) licensees.
<b>Retail consumers</b>	Yes
<b>General eligibility criteria</b>	<ul style="list-style-type: none"> <li>• Australian Resident;</li> <li>• Australian or New Zealand citizen or Australian permanent resident;</li> <li>• Have a residential address in Australia;</li> <li>• Have received the current MetLife Protect and MetLife Protect Super PDS and be applying for cover while in Australia; and</li> <li>• Must meet eligibility criteria for the insurance option selected.</li> </ul>
<b>Consumers to be excluded</b>	<ul style="list-style-type: none"> <li>• Consumers who do not satisfy the general eligibility criteria (unless prior approval received);</li> <li>• Consumers who do not meet MetLife underwriting requirements;</li> <li>• Consumers listed on the United States Office of Foreign Asset Control Specifically Designated Nationals and Blocked Persons list, United Nations sanctions list, Australian Department of Foreign Affairs and Trade list or any other international or local sanction list;</li> <li>• Consumers residing in a sanctioned country as listed on the United States Office of Foreign Asset Control Specially Designated Nationals and Blocked Persons list, United Nations sanctions list, or on any list maintained by Australian Department of Foreign Affairs and Trade (DFAT); and</li> <li>• Consumers claiming a payment or any services received in a sanctioned country.</li> </ul>

Premium structure	<ul style="list-style-type: none"> <li>• <b>Stepped:</b> premium is recalculated on each Policy Anniversary, based on the Life Insured's age at that time.</li> <li>• <b>Level age 65:</b> premium is calculated on an age-based premium rate determined by the Life Insured's age as at the cover start date. This rate will apply on the basis until the Policy Anniversary before the Life Insured is aged 65.</li> <li>• <b>Level age 70:</b> premium is calculated on an age-based premium rate determined by the Life Insured's age as at the cover start date. This rate will apply on the basis until the Policy Anniversary before the Life Insured is aged 70.</li> <li>• <b>5-year Fixed Term Option:</b> premiums are adjusted to avoid age-based increases on the selected level of cover for five years. At the end of the five years the policy will switch to stepped premiums and the cover amount will be adjusted to the level of cover available for the premium being paid.</li> <li>• <b>10-year Fixed Term Option:</b> premiums are adjusted to avoid age-based increases on the selected level of cover for ten years. At the end of the ten years the policy will switch to stepped premiums and the cover amount will be adjusted to the level of cover available for the premium being paid.</li> </ul>
Premium payment frequency	<ul style="list-style-type: none"> <li>• Fortnightly</li> <li>• Monthly</li> <li>• Yearly</li> </ul> <p>Note: Additional charge of 7.5% for paying premiums fortnightly or monthly.</p>



# Life Cover



Consumer characteristics	
<b>Age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 73 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Employment type</b>	<ul style="list-style-type: none"> <li>• Employee</li> <li>• Business Owner</li> <li>• Sole Trader</li> <li>• Non-working</li> </ul> <p>Different definitions/categories may apply depending on the Life Insured's employment status at the date of claim.</p>
<b>Employment status</b>	<ul style="list-style-type: none"> <li>• Full time</li> <li>• Part time</li> <li>• Casual</li> <li>• Non-working</li> </ul>
<b>Occupation</b>	Any - this information is used to put consumers into the relevant Occupation Class (as defined in the MetLife Protect and MetLife Protect Super).
<b>Health status</b>	<p>Consumer is able to satisfy relevant underwriting criteria with respect to:</p> <ul style="list-style-type: none"> <li>• Smoking status</li> <li>• Body Mass Index (BMI)</li> <li>• Other lifestyle/medical factors</li> </ul>
<b>Objective/financial need</b>	<p>The objective/financial need of consumers in the target market is to reduce their exposure to the following:</p> <ul style="list-style-type: none"> <li>• Outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event of the Life Insured's death; or</li> <li>• Outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event of the Life Insured's Terminal Illness (as defined in the MetLife Protect and MetLife Protect Super PDS).</li> </ul>

<b>Financial capacity</b>	<p>A consumer who is able to confirm that they have sufficient:</p> <ul style="list-style-type: none"> <li>• income;</li> <li>• savings,</li> </ul> <p>or otherwise have the financial capacity (e.g. family or other relationships) to pay ongoing premiums in accordance with the chosen premium structure to retain the product for the period of time it is intended to be held.</p>
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Key attributes of product	
Standard Cover benefits and features	
<b>Insurance option description</b>	<p>Life Cover provides a lump sum benefit that in the event that the Life Insured:</p> <ul style="list-style-type: none"> <li>• dies; or</li> <li>• has a Terminal Illness (as defined by MetLife),</li> </ul> <p>in accordance with the terms and conditions for standard Life Cover in the MetLife Protect and MetLife Protect Super PDS.</p>
<b>Overall target market of insurance option</b>	<p>The target market for Standard Life Cover is consumers who have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event of the Life Insured's death or Terminal Illness (as defined in the MetLife Protect and MetLife Protect Super PDS).</p>
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 73 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	130
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the general eligibility criteria;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Work in Occupation Class P, W, G, L, B, D, R or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	<p>Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).</p>
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Suicide and self-inflicted Injury exclusion;</li> <li>• Accidental Injury Cover definition following Linked TPD Cover benefit payment exclusion;</li> <li>• Accidental Injury Cover definition following Linked Trauma Cover benefit payment exclusion; or</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>

Key attributes of product	
Extras Cost Options benefits and features	
Specified Events Option	
<b>Extra Cost Option description</b>	This option provides a benefit payment in the event that the Life Insured suffers from a Specified Event (as defined in the MetLife Protect and MetLife Protect Super PDS) as a result of an accident.
<b>Overall target market of insurance extra</b>	The target market for the Specified Events Option is consumers who might require extra protection to assist with unexpected expenses in the event of the Life Insured's Accidental Injury (as defined in the MetLife Protect and MetLife Protect Super PDS)
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Life Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners, Sole Traders or Non-working;</li> <li>• Work in either Occupation Class P, W, G, L, B, D or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval) received.
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Suicide and self-inflicted Injury exclusion;</li> <li>• Survival period exclusion;</li> <li>• Illness exclusion;</li> <li>• Specified Events Option (Osteoporosis) exclusion;</li> <li>• Specified Events Option (Multiple Dislocation claims) exclusion;</li> <li>• Specified Events Option (Multiple claims originating from the same incident) exclusion; or</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
Premium Waiver Disability Option (Life Cover)	
<b>Extra Cost Option description</b>	<p>This option:</p> <ul style="list-style-type: none"> <li>• Waives a consumer's premium for Life Cover and any corresponding Extra Cost Options and/or Extras Cover if the Life Insured is Totally Disabled for six consecutive months and continues to be Totally Disabled after the end of six consecutive months (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Refunds any premiums collected on a consumer's Life Cover (including any corresponding Extra Cost Options and/or Extras Cover) while the Life Insured is Totally Disabled (as defined in the MetLife Protect and MetLife Protect Super PDS), until they turn 65, return to work, or earn an income.</li> </ul>

<b>Overall target market of insurance extra</b>	The target market for the Premium Waiver Disability Option is consumers who might require extra protection to assist with insurance costs in case the Life Insured suffers Total Disability (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Life Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work in either Occupation Class P, W, G, L, B, D (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Suicide and self-inflicted Injury exclusion; or</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>

Key attributes of product	
Extras Cover benefits and features	
Buy/Sell Extras	
<b>Extra Cover description</b>	<p>This option:</p> <ul style="list-style-type: none"> <li>• pays for expenses incurred when executing the business buy/sell agreement due to the Life Insured's death or Terminal Illness (i.e. legal and accounting expenses); and</li> <li>• helps with immediate business expenses in the event of the Life Insured's death by providing an additional \$20,000 of the Life Cover Amount as an upfront payment.</li> </ul>
<b>Overall target market of insurance extra</b>	The target market for the Buy/Sell Extras Cover is Business Owners.
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65

<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Life Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Business Owners;</li> <li>• Work in Occupation Class P, W, G, L, B, D, R or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	<p>Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).</p>



# Total and Permanent Disablement (TPD)



Consumer characteristics	
Age	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
Employment type	<ul style="list-style-type: none"> <li>• Employee</li> <li>• Business Owner</li> <li>• Sole Trader</li> <li>• Non-working</li> </ul> <p>Different definitions/categories may apply depending on the Life Insured's employment status at the date of claim.</p>
Employment status	<ul style="list-style-type: none"> <li>• Full time</li> <li>• Part time</li> <li>• Casual</li> <li>• Non-working</li> </ul>
Occupation	Any - this information is used to put consumers into the relevant Occupation Class (as defined in the MetLife Protect and MetLife Protect Super PDS).
Health status	<p>Consumer is able to satisfy relevant underwriting criteria with respect to:</p> <ul style="list-style-type: none"> <li>• Smoking status</li> <li>• Body Mass Index (BMI)</li> <li>• Other lifestyle/medical factors</li> </ul>
Objective/financial need	The objective/financial need of consumers in the target market is to reduce their exposure to outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event of the Life Insured's Total and Permanent Disablement (as defined in the MetLife Protect and MetLife Protect Super PDS).
Financial capacity	<p>A consumer who is able to confirm that they have sufficient:</p> <ul style="list-style-type: none"> <li>• income;</li> <li>• savings; or</li> </ul> <p>otherwise have the financial capacity (e.g. family or other relationships) to pay ongoing premiums in accordance with the chosen premium structure to retain the product for the period of time it is intended to be held.</p>

Key attributes of product	
Standard Cover benefits and features	
<b>Insurance option description</b>	TPD Cover provides a lump sum benefit that in the event the Life Insured becomes Totally and Permanently Disabled (as defined by MetLife) in accordance with the terms and conditions for Standard TPD Cover in the MetLife Protect and MetLife Protect Super PDS.
<b>Overall target market of insurance option</b>	The target market for Standard TPD Cover is consumers who have (or envisage that in the future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event the Life Insured becomes Totally and Permanently Disabled (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	75
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the general eligibility criteria;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Work in Occupation Class P, W, G, L, B, D, R, or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Suicide and self-inflicted Injury exclusion; or</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>

Key attributes of product	
Extras Cost Options benefits and features	
Life Cover Purchase Option (Standalone TPD)	
<b>Extra Cost Option description</b>	This option automatically provides consumers with Life Cover up to the amount of the full TPD Cover Amount paid under their Standalone TPD Cover, 12 months after the full TPD Cover benefit payment, without the need for medical evidence.
<b>Overall target market of insurance extra</b>	The target market for the Life Cover Purchase Option is consumers who have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event of the Life Insured's death or Terminal Illness (as defined in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full Standalone TPD benefit.
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>

<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard TPD Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work a minimum of 20 hours per week in Occupation Class P, W, G, L B, D or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the self-inflicted Injury exclusion.</p> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Life Cover Buy Back Option (TPD)</b>	
<b>Extra Cost Option description</b>	This option restores a consumers Linked Life Cover 14 days following a Linked TPD Cover benefit payment.
<b>Overall target market of insurance extra</b>	The target market for the Life Cover Buy Back Option is consumers who have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event of the Life Insured's death or Terminal Illness (as defined in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full or partial linked TPD benefit.
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	75
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard TPD Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work a minimum of 20 hours per week in Occupation Class P, W, G, L B, D or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the self-inflicted Injury exclusion.</p> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Double Benefit Option (TPD)</b>	
<b>Extra Cost Option description</b>	<p>This option:</p> <ul style="list-style-type: none"> <li>• Restores a consumer's Linked Life Cover 14 days following a full Linked TPD Cover benefit payment without any further evidence of health, occupation or pursuits; and</li> <li>• Waives future premiums for the restored Life Cover benefit amount under this option until the Life Insured turns 65.</li> </ul>

<b>Overall target market of insurance extra</b>	<p>The target market for the Double Benefit Option is consumers who:</p> <ul style="list-style-type: none"> <li>• have (or envisage that in the future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children); and</li> <li>• may require extra protection to assist with insurance costs, in the event of the Life Insured's death or Terminal Illness (as defined in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full Linked TPD benefit.</li> </ul>
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard TPD Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work a minimum of 20 hours per week in Occupation Class P, W, G, L B, or D (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the self-inflicted Injury exclusion.</p> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Own Occupation Option</b>	
<b>Extra Cost Option description</b>	This option covers the Life Insured's permanent inability to ever work again in their Own Occupation, trade or profession solely due to Injury or Illness (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Overall target market of insurance extra</b>	The target market for the Own Occupation Option is consumers who might require protection in the event of the Life Insured's permanent inability to work again in their Own Occupation, trade or profession solely due to Injury or Illness (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard TPD Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work a minimum of 20 hours per week in Occupation Class P, W, G, L, B, or D (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).

<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Self-inflicted Injury exclusion;</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion; or</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Extras Feature exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Own Business Option</b>	
<b>Extra Cost Option description</b>	This option covers the Life Insured's loss of ability to ever work again in their Business, solely due to Injury or Illness (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Overall target market of insurance extra</b>	The target market for the Own Business Option is for Business Owners who might require protection in the event of the Life Insured's loss of ability to ever work again in their Business, solely due to Injury or Illness (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard TPD Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Business Owners or Sole Traders;</li> <li>• Work a minimum of 20 hours per week in their Business in Occupation Class P, W, G, L, B, or D (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Self-inflicted Injury exclusion;</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion; or</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Extras Feature exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Premium Waiver Disability Option (TPD)</b>	
<b>Extra Cost Option description</b>	<p>This option:</p> <ul style="list-style-type: none"> <li>• Waives a consumer's premium for TPD cover and any corresponding Extra Cost Options if the Life Insured is Totally Disabled for six consecutive months and continues to be Totally Disabled after the end of the six consecutive months (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Refunds any premiums collected on a consumer's TPD cover (including any corresponding Extra Cost Options) while the Life Insured is Totally Disabled (as defined in the MetLife in the MetLife Protect and MetLife Protect Super PDS), until they turn 65, return to work, or earn an income.</li> </ul>

<b>Overall target market of insurance extra</b>	The target market for the Premium Waiver Disability Option is consumers who might require extra protection to assist with insurance costs in case the Life Insured becomes Totally Disabled (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard TPD Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work a minimum of 20 hours per week in Occupation Class P, W, G, L, B, or D (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the self-inflicted Injury exclusion.</p> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>



# Trauma Cover



Consumer characteristics	
Age	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
Employment type	<ul style="list-style-type: none"> <li>• Employee</li> <li>• Business Owner</li> <li>• Sole Trader</li> <li>• Non-working</li> </ul> <p>Different definitions/categories may apply depending on the Life Insured's employment status at the date of claim.</p>
Employment status	<ul style="list-style-type: none"> <li>• Full time</li> <li>• Part time</li> <li>• Casual</li> <li>• Non-working</li> </ul>
Occupation	Any - this information is used to put consumers into the relevant Occupation Class (as defined in the MetLife Protect and MetLife Protect Super PDS).
Health status	<p>Consumer is able to satisfy relevant underwriting criteria with respect to:</p> <ul style="list-style-type: none"> <li>• Smoking status</li> <li>• Body Mass Index (BMI)</li> <li>• Other lifestyle/medical factors</li> </ul>
Objective/financial need	The objective/financial need of consumers in the target market is to reduce their exposure to outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) that will not be satisfied in the event the Life Insured is Diagnosed with a medical condition that meets the criteria of one of the specified Trauma Conditions (as defined in the MetLife Protect and MetLife Protect Super PDS).
Financial capacity	<p>A consumer who is able to confirm that they have sufficient:</p> <ul style="list-style-type: none"> <li>• income;</li> <li>• savings; or</li> </ul> <p>otherwise have the financial capacity (e.g. family or other relationships) to pay ongoing premiums in accordance with the chosen premium structure to retain the product for the period of time it is intended to be held.</p>

Key attributes of product	
Standard Cover benefits and features	
<b>Insurance option description</b>	Standard Trauma Cover provides financial assistance in the event the Life Insured is Diagnosed with a medical condition that meets the criteria of one of the specified Trauma Conditions (as defined by MetLife), in accordance with the terms and conditions for Standard Trauma Cover in the MetLife Protect and MetLife Protect Super PDS.
<b>Overall target market of insurance option</b>	The target market for Standard Trauma Cover is consumers who have (or envisage that in the future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) that will not be satisfied in the event the Life Insured is Diagnosed with a medical condition that meets the criteria of one of the specified Trauma Conditions (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	75
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the general eligibility criteria;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Work in Occupation Class P, W, G, L, B, D, R, or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Suicide and self-inflicted Injury exclusion;</li> <li>• Survival period exclusion;</li> <li>• No-claim period exclusions;</li> <li>• Trauma Cover Category Limit exclusion;</li> <li>• Accidental Injury Cover definition following Trauma Condition benefit payment exclusion; or</li> <li>• Multiple Trauma Cover claims - impact of claim order and cause of claim exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>

Key attributes of product	
Extras Cost Options benefits and features	
Life Cover Purchase Option (Standalone Trauma)	
<b>Extra Cost Option description</b>	This option automatically provides consumers with Life Cover up to the amount of the full Trauma Cover Amount paid under their Standalone Trauma Cover, without the need for medical evidence.

<b>Overall target market of insurance extra</b>	The target market for the Life Cover Purchase Option is consumers who have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event of their death or Terminal Illness (as defined in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full Standalone Trauma Cover benefit.
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Trauma Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners, Sole Traders or Non-working;</li> <li>• Work in Occupation Class P, W, G, L, B, D, R or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Self-inflicted Injury exclusion; or</li> <li>• Survival period exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Life Cover Buy Back Option (Trauma)</b>	
<b>Extra Cost Option description</b>	This option restores a consumer's Linked Life Cover, 12 months following a Linked Trauma Cover benefit payment.
<b>Overall target market of insurance extra</b>	The target market for the Life Cover Buy Back Option is consumers who have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children) in the event of the Life Insured's death or Terminal Illness (as defined in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full or partial Linked Trauma Cover benefit.
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	75
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Trauma Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners, Sole Traders or Non-working;</li> <li>• Work in Occupation Class P, W, G, L, B, D, R or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>

<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the self-inflicted Injury exclusion.</p> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Double Benefit Option (Trauma)</b>	
<b>Extra Cost Option description</b>	<p>This option:</p> <ul style="list-style-type: none"> <li>Restores a consumer's Linked Life Cover 14 days following a full Linked Trauma Cover benefit payment without any further evidence of health, occupation or pursuits; and</li> <li>Waives future premiums for the restored Life Cover benefit amount under this option until the Life Insured turns 65.</li> </ul>
<b>Overall target market of insurance extra</b>	<p>The target market for the Double Benefit Option is consumers who:</p> <ul style="list-style-type: none"> <li>have (or envisage that in the future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, but not limited to, Financial Commitments to dependants such as spouse or children); and</li> <li>may require extra protection to assist with insurance costs, in the event of the Life Insured's death or Terminal Illness (as defined in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full Linked Trauma Cover benefit.</li> </ul>
<b>Entry age</b>	<ul style="list-style-type: none"> <li>Minimum entry age is 15</li> <li>Maximum entry age is: <ul style="list-style-type: none"> <li>60 for stepped premium</li> <li>54 for Fixed Term Option</li> <li>59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>Satisfy the eligibility criteria for Standard Trauma Cover;</li> <li>Satisfy the insurance option entry age;</li> <li>Are Employees, Business Owners, Sole Traders or Non-working;</li> <li>Work in Occupation Class P, W, G, L, B, D, or R (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the self-inflicted Injury exclusion.</p> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Trauma Cover Reinstatement Option</b>	
<b>Extra Cost Option description</b>	This option reinstates the Trauma Cover Amount after payment of a benefit under Standard Trauma Cover without the need to provide any additional health or other evidence.
<b>Overall target market of insurance extra</b>	The target market for the Trauma Cover Reinstatement Option is consumers who might require extra protection in the event the Life Insured is Diagnosed with a medical condition that meets the criteria of one of the specified Trauma Conditions (as defined in the MetLife Protect and MetLife Protect Super PDS) multiple times over the life of the policy.

<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	75
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Trauma Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners, Sole Traders or Non-working;</li> <li>• Work in Occupation Class P, W, G, L, B, D, R or O (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the self-inflicted Injury exclusion.</p> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Premium Waiver Disability Option (Trauma)</b>	
<b>Extra Cost Option description</b>	<p>This option:</p> <ul style="list-style-type: none"> <li>• Waives a consumer's premium for Trauma Cover and any corresponding Extra Cost Options and/or Extras Cover if the Life Insured is Totally Disabled for six consecutive months and continues to be Totally Disabled after the end of the six consecutive months (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Refunds any premiums collected on a consumer's Trauma Cover (including any corresponding Extra Cost Options and/or Extras Cover) while the Life Insured is Totally Disabled (as defined in the MetLife Protect and MetLife Protect Super PDS), until they turn 65, return to work, or earn an income.</li> </ul>
<b>Overall target market of insurance extra</b>	The target market for the Premium Waiver Disability Option is consumers who might require extra protection to assist with insurance costs in case the Life Insured suffers Total Disability (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Trauma Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work in Occupation Class P, W, G, L, B, or D (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).

<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the self-inflicted Injury exclusion.</p> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
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Key attributes of product	
Extras Cover benefits and features	
Individual Extras	
<b>Extra Cover description</b>	This option offers enhanced Trauma Cover by increasing the benefits payable for certain listed conditions (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Overall target market of insurance extra</b>	The target market for Individual Extras is consumers who might require extra protection in the event the Life Insured is Diagnosed with a medical condition that meets the criteria of one of the specified Trauma Conditions (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	70
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Trauma Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners, Sole Traders or Non-working; and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Self-inflicted Injury exclusion;</li> <li>• Survival period exclusion;</li> <li>• No-claim period exclusion;</li> <li>• Trauma Cover Category Limit exclusion;</li> <li>• Accidental Injury Cover definition following Trauma Condition benefit payment exclusion; or</li> <li>• Multiple Trauma Cover claims - impact of claim order and cause of claim exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
Family Extras	
<b>Extra Cover description</b>	<p>This option:</p> <ul style="list-style-type: none"> <li>• Provides financial assistance in the event the Life Insured's Dependent Child is Diagnosed with a medical condition that meets the criteria of a specified serious Illness (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Reimburses travel expenses to enable the Life Insured to help with family responsibilities following payment of a Child Trauma Benefit.</li> </ul>

<b>Overall target market of insurance extra</b>	The target market for Family Extras is consumers who may require extra protection to assist with costs in the event their Dependent Child is Diagnosed with a specified serious Illness (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 54 for Fixed Term Option</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Trauma Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners, Sole Traders or Non-working;</li> <li>• Have a Dependent Child (as defined in the MetLife Protect and MetLife Protect Super PDS) aged 16 or under; and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).



# Income Cover



Consumer characteristics	
<b>Age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul> <p>Note: No Fixed Term Option available.</p>
<b>Employment type</b>	<ul style="list-style-type: none"> <li>• Employee</li> <li>• Business Owner</li> <li>• Sole Trader</li> </ul> <p>Different definitions/categories may apply depending on the Life Insured's employment status at the date of claim.</p>
<b>Employment status</b>	<ul style="list-style-type: none"> <li>• Full time</li> <li>• Part time but minimum 15 hours per week</li> <li>• Casual but minimum 15 hours per week</li> </ul>
<b>Occupation</b>	<p>This information is used to put consumers into the relevant Occupation Class (as defined in the MetLife Protect and MetLife Protect Super PDS).</p> <p>Note:</p> <ul style="list-style-type: none"> <li>• Income Cover is not available to Occupation Class O; and</li> <li>• Benefit Period selections are restricted for Occupation Classes L, B, D &amp; R (as defined in the MetLife Protect and MetLife Protect Super PDS).</li> </ul>
<b>Health status</b>	<p>Consumer is able to satisfy relevant underwriting criteria with respect to:</p> <ul style="list-style-type: none"> <li>• Smoking status</li> <li>• Body Mass Index (BMI)</li> <li>• Other lifestyle/medical factors</li> </ul>
<b>Objective/financial need</b>	<p>The objective/financial need of consumers in the target market is to reduce their exposure to an Illness or Injury (as defined in the MetLife Protect and MetLife Protect Super PDS) which causes the Life Insured to be unable to earn their pre-disability income.</p>
<b>Financial capacity</b>	<p>A consumer who is able to confirm that they have sufficient:</p> <ul style="list-style-type: none"> <li>• income;</li> <li>• savings; or</li> </ul> <p>otherwise have the financial capacity (e.g. family or other relationships) to pay ongoing premiums in accordance with the chosen premium structure to retain the product for the period of time it is intended to be held.</p>

Key attributes of product	
Standard Cover benefits and features	
<b>Insurance option description</b>	<p>Standard Income Cover provides:</p> <ul style="list-style-type: none"> <li>• A monthly form of income replacement; and</li> <li>• Financial support for retraining and return to work, during a period of Illness or Injury (as defined by MetLife), in accordance with the terms and conditions for Standard Income Cover in the MetLife Protect and MetLife Protect Super PDS.</li> </ul> <p>It also includes the flexibility to restore the benefit amount that was reduced prior to the commencement of unpaid leave without further underwriting.</p>
<b>Overall target market of insurance option</b>	<p>The target market for Standard Income Cover is consumers who have (or envisage that in the future they will or may have) a need to replace the Life Insured's income in the event that they are unable to earn their income (or are only able to earn a lower income) due to an Illness or Injury (as defined in the MetLife Protect and MetLife Protect Super PDS).</p>
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 64 for stepped premium</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul> <p>Note: No Fixed Term Option available.</p>
<b>Expiry age</b>	75
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the general eligibility criteria;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Work a minimum of 15 hours per week in Occupation Class P, W, G, L, B, D or R (as defined in the MetLife Protect and MetLife protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	<p>Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).</p>
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Suicide and self-inflicted Injury exclusion;</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion;</li> <li>• Accidental Injury Cover definition following exercise of the Income Cover - Cover Pause Feature exclusion;</li> <li>• War exclusion;</li> <li>• Uncomplicated Pregnancy or childbirth exclusion;</li> <li>• Criminal activity exclusion; or</li> <li>• Elective surgery exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>

Key attributes of product	
Extras Cost Options benefits and features	
Claim Indexation Option	
Extra Cost Option description	This option increases the benefit amount in line with the Consumer Price Index increase each year while on claim.
Overall target market of insurance extra	The target market for the Claims Indexation Option is consumers who might require extra protection to adjust for inflation in the case the Life Insured meets the definition of Total Disability or Partial Disability (as defined in the MetLife Protect and MetLife Protect Super PDS).
Entry age	<ul style="list-style-type: none"> <li>Minimum entry age is 15</li> <li>Maximum entry age is: <ul style="list-style-type: none"> <li>60 for stepped premium</li> <li>59 for Level (age 65 or age 70).</li> </ul> </li> </ul> <p>Note: No Fixed Term Option available.</p>
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>Satisfy the eligibility criteria for Standard Income Cover;</li> <li>Satisfy the insurance option entry age;</li> <li>Are Employees, Business Owners or Sole Traders;</li> <li>Work a minimum of 15 hours per week in Occupation Class P, W, G, L, B or D (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>Meet MetLife underwriting requirements.</li> </ul>
Consumers to be excluded	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
Consumers ineligible to claim	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>Suicide and self-inflicted Injury exclusion;</li> <li>No claim period exclusion;</li> <li>Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion;</li> <li>Accidental Injury Cover definition following exercise of the Income Cover - Cover Pause Feature exclusion;</li> <li>War exclusion;</li> <li>Uncomplicated Pregnancy or childbirth exclusion;</li> <li>Criminal activity exclusion; or</li> <li>Elective surgery exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
Superannuation Contribution Option	
Extra Cost Option description	This option pays the Life Insured's superannuation contributions direct to their nominated complying superannuation fund.
Overall target market of insurance extra	The target market for the Superannuation Contribution Option is consumers who require extra protection to maintain the Life Insured's superannuation contributions in the case they meet the definition of Total Disability or Partial Disability (as defined in the MetLife Protect and MetLife Protect Super PDS).
Entry age	<ul style="list-style-type: none"> <li>Minimum entry age is 15</li> <li>Maximum entry age is: <ul style="list-style-type: none"> <li>60 for stepped premium</li> <li>59 for Level (age 65 or age 70).</li> <li>54 for Fixed Term Option</li> </ul> </li> </ul>

<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Income Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work a minimum of 15 hours per week in Occupation Class P, W, G, L, B or D (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).
<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Suicide and self-inflicted Injury exclusion;</li> <li>• No claim period exclusion;</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion;</li> <li>• Accidental Injury Cover definition following exercise of the Income Cover - Cover Pause Feature exclusion;</li> <li>• War exclusion;</li> <li>• Uncomplicated Pregnancy or childbirth exclusion;</li> <li>• Criminal activity exclusion; or</li> <li>• Elective surgery exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
<b>Booster Option</b>	
<b>Extra Cost Option description</b>	This option increases the benefit amount for the first six months of the Benefit Period.
<b>Overall target market of insurance extra</b>	The target market for the Booster Option is consumers who might require extra protection to assist with costs in the case the Life Insured meets the definition of Total Disability or Partial Disability (as defined in the MetLife Protect and MetLife Protect Super PDS).
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul> <p>Note: No Fixed Term Option available.</p>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Income Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work a minimum of 15 hours per week in Occupation Class P, W, G, L or B; and</li> <li>• Meet MetLife underwriting requirements.</li> </ul>
<b>Consumers to be excluded</b>	Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).

<b>Consumers ineligible to claim</b>	<p>Consumers who would satisfy the:</p> <ul style="list-style-type: none"> <li>• Suicide and self-inflicted Injury exclusion;</li> <li>• No claim period exclusion;</li> <li>• Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion;</li> <li>• Accidental Injury Cover definition following exercise of the Income Cover - Cover Pause Feature exclusion;</li> <li>• War exclusion;</li> <li>• Uncomplicated Pregnancy or childbirth exclusion;</li> <li>• Criminal activity exclusion; or</li> <li>• Elective surgery exclusion.</li> </ul> <p>Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.</p>
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Key attributes of product	
Extras Cover benefits and features	
Disability Extras	
<b>Extra Cover description</b>	<p>This option:</p> <ul style="list-style-type: none"> <li>• Increases the Total Disability benefit amount for the first six months of the Benefit Period where the Life Insured becomes Totally Disabled as a result of one of four specified Trauma Conditions (as defined in the MetLife Protect and MetLife Protect Super PDS);</li> <li>• Increases the Partial Disability benefit amount for the first six months of the Benefit Period; and</li> <li>• Reimburses specified expenses to maintain the home when confined to a bed due to a serious Illness or Injury (as defined in the MetLife Protect and MetLife Protect Super PDS).</li> </ul>
<b>Overall target market of insurance extra</b>	<p>The target market for Disability Extras is consumers who might require extra protection and support to assist with costs in case the Life Insured meets the definition of Total Disability as a result of a specified Trauma Condition, becomes Partially Disabled or is confined to a bed due to a serious Illness or Injury (as defined in the MetLife Protect and MetLife Protect Super PDS).</p>
<b>Entry age</b>	<ul style="list-style-type: none"> <li>• Minimum entry age is 15</li> <li>• Maximum entry age is: <ul style="list-style-type: none"> <li>– 60 for stepped premium</li> <li>– 59 for Level (age 65 or age 70).</li> </ul> </li> </ul> <p>Note: No Fixed Term Option available.</p>
<b>Expiry age</b>	65
<b>Eligibility criteria</b>	<p>Consumers who:</p> <ul style="list-style-type: none"> <li>• Satisfy the eligibility criteria for Standard Income Cover;</li> <li>• Satisfy the insurance option entry age;</li> <li>• Are Employees, Business Owners or Sole Traders;</li> <li>• Work a minimum of 15 hours per week in Occupation Class P, W, G, L or B (as defined in the MetLife Protect and MetLife Protect Super PDS); and</li> <li>• Meet MetLife underwriting requirements</li> </ul>
<b>Consumers to be excluded</b>	<p>Consumers who do not satisfy the insurance option eligibility criteria (unless prior approval received).</p>

**Consumers ineligible to claim**

Consumers who would satisfy the:

- Suicide and self-inflicted Injury exclusion;
- No claim period exclusion;
- Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion;
- Accidental Injury Cover definition following exercise of the Income Cover - Cover Pause Feature exclusion;
- War exclusion;
- Uncomplicated Pregnancy or childbirth exclusion;
- Criminal activity exclusion; or
- Elective surgery exclusion.

Note: Consumers ineligible to claim cannot be identified at the point of sale and are therefore not considered to be outside of the product's target market. Exclusions have been included for information only.



# MetLife Issuer Obligations

<b>Distribution channels</b>	MetLife Protect is distributed via personal advice and general advice through Australian Financial Services (AFS) licensees.
<b>Distribution conditions</b>	<ul style="list-style-type: none"> <li>• In order to distribute MetLife's products, all distributors must: <ul style="list-style-type: none"> <li>– Have a Distribution Agreement in place with MetLife; and</li> <li>– Have a current AFS licence.</li> </ul> </li> <li>• MetLife only uses AFS licensees who understand how to provide both personal advice and general advice to distribute MetLife Protect.</li> <li>• MetLife Protect must only be distributed under general advice where the consumer is able to confirm a Financial Commitment or Financial-in-kind Commitment.</li> </ul>
<b>Rationale as to why these distribution conditions are appropriate</b>	<p><b>Distribution through distributors with a Distribution Agreement in place</b> The Distribution Agreement requires distributors to work with MetLife to ensure compliance with the Design and Distribution Regime.</p> <p><b>Distribution through AFS licensees</b> AFS licensees operate under a strict regulatory regime that has been designed with consumer protection in mind and requires the distributor to:</p> <ul style="list-style-type: none"> <li>• Act honestly, efficiently and fairly; and</li> <li>• Have in place: <ul style="list-style-type: none"> <li>– Conflict of interest management arrangements;</li> <li>– Compliance arrangements to ensure adherence to financial services laws; and</li> <li>– supervisory requirements to ensure those working underneath the licence adhere to financial services laws.</li> </ul> </li> </ul> <p><b>Distribution under a personal advice model</b> Consumers who obtain personal advice are more likely to be in the target market for this product because the AFS licensee must act in the consumer's best interests, taking personal circumstances, needs and financial objectives into consideration when providing the advice.</p> <p>The provision of personal advice also helps to ensure that consideration is given to the options available when selecting:</p> <ul style="list-style-type: none"> <li>• The right type/s of cover for the consumer's needs;</li> <li>• The appropriate amount of cover; and</li> <li>• How to structure insurance cost effectively.</li> </ul> <p><b>Distribution under a general advice model</b> Consumers are more likely to be in the target market if distributors distribute the product in alignment with the distribution conditions for general advice. MetLife has taken reasonable steps to ensure that general advice distribution is consistent with the TMD by requiring consumers to confirm they have a Financial Commitment or a Financial-in-kind Commitment in order to submit a MetLife Protect application.</p>
<b>Review frequency</b>	<ul style="list-style-type: none"> <li>• Subject to intervening review triggers and any further guidance issued by ASIC, an initial review will be undertaken within 24 months of the regime effective date (5 October 2021);</li> <li>• Subsequent reviews will occur within 24 months of the previous review.</li> </ul>

## Review triggers

Review trigger	Information to be provided by licensee	Frequency in which information to be provided by licensee
MetLife determines that a 'significant dealing' in MetLife Protect has occurred (except for an excluded dealing) outside of the product's target market.	Details of policy applications submitted for lives insured without a Financial Commitment or Financial-in-kind Commitment.	As soon as practicable (and within 10 business days of the application being submitted).
The commencement of a significant change in: <ul style="list-style-type: none"> <li>• Law or regulation; or</li> <li>• MetLife's legal interpretation of the law or regulation, that would reasonably suggest that the TMD is no longer appropriate.</li> </ul>	Nil	N/A
MetLife Protect product performance is materially inconsistent with MetLife's expectations of the appropriateness of the product to consumers having regard to: <ul style="list-style-type: none"> <li>• Accepted, declined and withdrawn claims; and</li> <li>• Policy lapse or cancellation rates.</li> </ul>	Nil	N/A
A significant or unexpectedly high number of complaints regarding product design, product availability, claims and distribution that would reasonably suggest that the TMD is no longer appropriate.	Number and nature of complaints received by licensee in relation to product design, product availability, claims and distribution.	Every six months following regime commencement (first reporting period six months ending 31 March 2022).



**For more information**

Call 1800 523 523 Monday to Friday 9:00am to 5:00pm AEST/AEDT

**metlife.com.au**

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MetLife Protect is issued by MetLife Insurance Limited (ABN 75 004 274 882, AFSL 238096). This information is of a general nature and has been prepared without taking into account your objectives, financial situation or needs. You should seek independent financial advice having regard to your objectives, financial situation and needs. We recommend that you read the MetLife Protect and MetLife Protect Super Product Disclosure Statement, available by calling 1800 523 523 or visiting [www.metlife.com.au](http://www.metlife.com.au), before deciding whether to acquire, or to continue to hold, these products.



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