

Target Market Determination for MetLife Protect

MetLife Australia

30 June 2024



Life, inspired by you.

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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 nor does it provide financial advice.

Consumers should refer to the MetLife Protect and MetLife Protect Super PDS prepared 30 June 2024 (available at 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.

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 at a reasonable time in the future. Examples of financial commitments include:
 - a mortgage
 - a car loan
 - school fees
 - utility bills
 - medical bills
 - daily living expenses
 - Commercial Financial Commitment(s).
- **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.
- **Commercial Financial Commitment(s)** means the consumer (or an entity in which it has an interest) has a responsibility to pay money in relation to a business asset or business operational cost or any costs associated with the entity. This may be because of debt, either existing or future, a financial obligation to the entity, the essential duty of a key person in the entity in respect of the continuation of that entity or that they or the entity have agreed to acquire products or services either now or at a reasonable time in the future for the purposes of protection against loss. Examples of commercial financial commitments include:
 - A business loan
 - Costs associated with operating or managing a business (i.e. overhead bills)
 - Inventory costs.

For all other capitalised terms, please refer to the definitions section of the MetLife Protect and MetLife Protect Super PDS.

Previous target market determination review date: 12 November 2023.

MetLife Protect



TMD effective date	30 June 2024
TMD version number	6
Product	MetLife Protect
Overall target market	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), in order to meet Financial Commitments, Financial-in-kind Commitments, or protect their assets, commercial or personal, or leave a legacy for their family or dependants or to provide for the continuation of an entity with which they are associated.
Distribution channel	MetLife Protect is distributed via personal advice and general advice through Australian Financial Services (AFS) licensees.
Retail consumers	Yes
Appropriateness and suitability	MetLife has assessed MetLife Protect and formed the view that this product, including its key attributes are likely to be appropriate to meet the objectives, financial situation and needs of consumers who: <ul style="list-style-type: none"> • have Financial Commitments or Financial-in-kind Commitments that cannot be met in the event they or another insured person experience death, trauma, disability, Illness or Injury (as defined in the MetLife Protect and MetLife Protect Super PDS); and • have the ability to pay premiums in accordance with the premium structure chosen; and • meet the general eligibility criteria, as set out below.
General eligibility criteria	<ul style="list-style-type: none"> • Australian Resident; • Have received the current MetLife Protect and MetLife Protect Super PDS and be applying for cover while in Australia; and • Must meet eligibility criteria for the insurance option selected.

<p>Consumers to be excluded</p>	<p>Consumers which this product is not suitable for:</p> <ul style="list-style-type: none"> • Consumers who do not satisfy the general eligibility criteria (unless prior approval received); • Consumers who do not meet MetLife underwriting requirements; • Consumers listed on the United States Office of Foreign Asset Control Specially 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; • 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 the Australian Department of Foreign Affairs and Trade (DFAT); • Consumers claiming a payment or any services received in a sanctioned country; and • Consumers who are unable to fund premiums.
<p>Premium structure</p>	<p>Different premium structures are available.</p> <p>The way we calculate the premium depends on the premium type you select.</p> <p>Your choice of premium structures depends on your individual needs, objectives and financial situation.</p> <ul style="list-style-type: none"> • Variable Age-Stepped premium (formerly 'stepped premium') – the premium is recalculated on each Policy Anniversary, based on the Life Insured's age at that time. Premiums will also change when cover changes (including Indexation increases and other requested changes to the amount insured). The premium is calculated using the premium rate applicable to the Life Insured's age at each Policy Anniversary and other requested changes, even if that rate has subsequently changed. Premium rate reviews may apply for variable age-stepped premiums. A variable age-stepped premium structure is suitable for consumers who prefer a lower starting cost or are uncertain of how long their cover will be held. A variable age-stepped premium structure is not suitable for consumers who do not have the financial capacity to meet increasing premiums over time as a stepped premium structure will usually increase each year as the consumer gets older. • Variable premium to age 65 (formerly 'level premium to age 65') – the premium is calculated on an age-based premium rate determined by the Life Insured's age as at Cover Commencement. In applying those premium rates the Life Insured's age at the Commencement Date for the cover will be used until the end of the variable term. The premium rate for that age is not guaranteed and may change during the variable term. The premium rate for that age will apply until the Policy Anniversary before the Life Insured is age 65 and will also extend to any automatic Indexation increases during the variable term. If any premiums are payable beyond this date the premiums will be calculated as a variable age-stepped premium based on the Life Insured's age at that time. If a change is requested that increases the amount insured then the increased portion of cover and the variable premium rate will be based on the Life Insured's age at the time of the increase. Premium rate reviews may apply for variable to age 65 premiums. A variable premium structure is suitable for consumers who are comfortable with higher starting costs and those that consider that they will hold cover for a longer term as they will benefit from the cost that is averaged over time. This premium structure is not suitable for consumers who may consider early policy termination due to the cover attracting higher starting costs.

<p>Premium structure</p>	<ul style="list-style-type: none"> <p>• Variable premium to age 70 (formerly known as ‘level premium to age 70’) – the premium is calculated on an age-based premium rate determined by the Life Insured’s age as at Cover Commencement. In applying those premium rates the Life Insured’s age at the Commencement Date for the cover will be used until the end of the variable term. The premium rate for that age is not guaranteed and may change during the variable term. The premium rate for that age will apply until the Policy Anniversary before the Life Insured is age 70 and will also extend to any automatic Indexation increases during the variable term. If any premiums are payable beyond this date the premiums will be calculated as a variable age-stepped premium based on the Life Insured’s age at that time. If a change is requested that increases the amount insured then the increased portion of cover and the variable premium rate will be based on the Life Insured’s age at the time of the increase.</p> <p>Premium rate reviews may apply for variable to age 70 premiums.</p> <p>Variable premium to age 70 is not available for Income Cover.</p> <p>A variable premium structure is suitable for consumers who are comfortable with higher starting costs and those that consider that they will hold cover for a longer term as they will benefit from the cost that is averaged over time. This premium structure is not suitable for consumers who may consider early policy termination due to the cover attracting higher starting costs.</p> <p>• 5-year Fixed Term Option – Automatic Indexation increases are not available. Age based increases do not apply for the initial 5-year fixed term. For Life and TPD Cover, plus any associated Extra Cost Options and/or Extras Covers on those Life/TPD Covers, the premium is guaranteed not to increase. For Trauma Cover, plus any associated Extra Cost Options and/or Extras Covers on that Trauma Cover, the premium is not guaranteed. At the end of the 5-year term:</p> <ul style="list-style-type: none"> - the Policy will change to variable age-stepped premiums and any premium guarantees that applied during the 5-year fixed term will cease. - the cover amount will typically reduce at this time to maintain the same premium for that year only. <p>The 5-year Fixed Term Option is not available for Income Cover.</p> <p>A 5-year Fixed Term Option premium structure is suitable for consumers who are comfortable with higher starting costs and those that consider they will hold cover for a pre-determined period who still wish to benefit from the cost that is averaged over time. This premium structure is not suitable for consumers who require automatic Indexation increases.</p> <p>• 10-year Fixed Term Option – Automatic Indexation increases are not available. Age based increases do not apply for the initial 10-year fixed term. For Life and TPD Cover, plus any associated Extra Cost Options and/or Extras Covers on those Life/TPD Covers, the premium is guaranteed not to increase. For Trauma Cover, plus any associated Extra Cost Options and/or Extras Covers on that Trauma Cover, the premium is not guaranteed. At the end of the 10-year term:</p> <ul style="list-style-type: none"> - the Policy will change to variable age-stepped premiums and any premium guarantees that applied during the 10-year fixed term will cease. - the cover amount will typically reduce at this time to maintain the same premium for that year only. <p>The 10-year Fixed Term Option is not available for Income Cover.</p> <p>A 10-year Fixed Term Option premium structure is suitable for consumers who are comfortable with higher starting costs and those that consider they will hold cover for a pre-determined period who still wish to benefit from the cost that is averaged over time. This premium structure is not suitable for consumers who require automatic Indexation increases.</p>
<p>Premium payment</p>	<p>If premiums are not paid when they are due, the Policy may lapse and cover will cease meaning no claim can be made.</p>

Life Cover



Consumer characteristics	
Age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 73 for variable age-stepped premium - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Employment type	<ul style="list-style-type: none"> • Employee • Business owner • Sole trader • Non-working <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"> • Full time • Part time • Casual • Non-working
Occupation	Any - this information is used to put consumers into the relevant Occupation Class (as categorised in the MetLife Protect and MetLife Protect Super PDS).
Health status	<p>Consumers are able to satisfy our relevant underwriting criteria with respect to:</p> <ul style="list-style-type: none"> • Smoking status • Other lifestyle/medical factors
Objective/financial need	<p>The objective/financial need of consumers in the target market is to make provision for:</p> <ul style="list-style-type: none"> • 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; • an inheritance or legacy for family members or dependants in the event of the Life Insured's death; or • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS).

Financial capacity	<p>A consumer or an entity who is able to confirm that they have sufficient:</p> <ul style="list-style-type: none"> • income; • savings, <p>or otherwise have the financial capacity (e.g. family or other relationships either personal or business) 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>
Appropriateness and suitability	<p>MetLife has assessed this product and formed the view that this product, including its key attributes are likely to be appropriate to meet the objectives, financial situation and needs of consumers who:</p> <ul style="list-style-type: none"> • have Financial Commitments or Financial-in-kind Commitments that cannot be met, or wish to leave a legacy or inheritance to their dependants or family members, in the event of their or another persons (i.e. life insured) death or Terminal Illness; • have the ability to pay premiums in accordance with the premium structure chosen; and • meet the general eligibility criteria; <p>on the basis that it provides a lump sum which may be applied to meeting those objectives and needs.</p>

Key attributes of product	
Standard Cover benefits and features	
Insurance option description	<p>Life Cover provides a lump sum benefit that in the event that the Life Insured:</p> <ul style="list-style-type: none"> • dies; or • has a Terminal Illness, <p>in accordance with the benefits and features for Standard Life Cover in the MetLife Protect and MetLife Protect Super PDS.</p>
Overall target market of insurance option	<p>The target market for Standard Life Cover is consumers or entities who:</p> <ul style="list-style-type: none"> • have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial In-kind Commitments (including Financial Commitments to dependants such as Spouse or children), or wish to leave an inheritance or legacy, in the event of the Life Insured's death or Terminal Illness (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • are able to fund premiums in accordance with the premium structure chosen.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 73 for variable age-stepped premium - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	130
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy our general eligibility criteria (as set out on page 4); • Satisfy the insurance option entry age; • Work in Occupation Class P, W, G, L, B, D, R or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.

Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Who want cover less than \$50,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and • Who are unable to fund premiums.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • Suicide and self-inflicted Injury exclusion; • Accidental Injury Cover definition following Linked TPD Cover benefit payment exclusion*; • Accidental Injury Cover definition following Linked Trauma Cover benefit payment exclusion*; • Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion. <p>*The period of the exclusion will be specific to which Extra Cost Options, if any, are selected (details of the Extra Cost Options available are set out in the MetLife Protect and MetLife Protect Super PDS).</p> <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>

Key attributes of product	
Extras Cost Options benefits and features	
Specified Events Option	
Extra Cost Option description	This option provides a benefit payment in the event that the Life Insured suffers from a Specified Event (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS) as a result of an accident.
Overall target market of insurance extra	<p>The target market for the Specified Events Option is consumers who are:</p> <ul style="list-style-type: none"> • at risk of incurring an Accidental Injury and require extra protection to assist with unexpected expenses in the event of the Life Insured's Accidental Injury; and • able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped premium - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65

<p>Eligibility criteria</p>	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Life Cover; • Satisfy the insurance option entry age; • Are employees, business owners, sole traders or non-working; • Work in either Occupation Class P, W, G, L, B, D or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
<p>Consumers to be excluded</p>	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Who want cover less than \$50,000 or above \$500,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and • Who are unable to meet this additional cost on top of the cost of the standard cover premiums.
<p>Cover limitations</p>	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • Suicide and self-inflicted Injury exclusion; • Survival period exclusion; • Illness exclusion; • Specified Events Option (Osteoporosis) exclusion; • Specified Events Option (Multiple Dislocation claims) exclusion; • Specified Events Option (Multiple claims originating from the same incident) exclusion; or • Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963 (Cth)</i> or the <i>Private Health Insurance Act 2007 (Cth)</i> will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
<p>Premium Waiver Disability Option (Life)</p>	
<p>Extra Cost Option description</p>	<p>This option:</p> <ul style="list-style-type: none"> • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), until they turn 65, return to work, or earn an income.

Overall target market of insurance extra	<p>The target market for the Premium Waiver Disability Option is consumers who:</p> <ul style="list-style-type: none"> • require extra protection to assist with insurance costs in case the Life Insured suffers Total Disability (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Life Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work in either Occupation Class P, W, G, L, B, D (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Who want cover less than \$50,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; and • Who are non-working.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • Suicide and self-inflicted Injury exclusion; or • Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963 (Cth)</i> or the <i>Private Health Insurance Act 2007 (Cth)</i> will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>

Key attributes of product	
Extras Cover benefits and features	
Buy/Sell Extras	
Extra Cover description	<p>This option:</p> <ul style="list-style-type: none"> • 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 • 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.
Overall target market of insurance extra	<p>The target market for the Buy/Sell Extras Cover is consumers who:</p> <ul style="list-style-type: none"> • are business owners (not sole owners/sole-traders) • require extra protection to assist with business expenses, in the event of the Life Insured's death or Terminal Illness (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • are able to afford the cost of this additional Extras Cover.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Life Cover; • Satisfy the insurance option entry age; • Are business owners; • Work in Occupation Class P, W, G, L, B, D, R or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Who want cover less than \$50,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; and • Who either non-working or who are business owners that are sole-owners/sole-traders.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • Suicide and self-inflicted Injury exclusion; • Accidental Injury Cover definition following Linked TPD Cover benefit payment exclusion*; • Accidental Injury Cover definition following Linked Trauma Cover benefit payment exclusion*; • Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion.

Cover limitations (cont.)

*The period of the exclusion will be specific to which Extra Cost Options, if any, are selected (details of the Extra Cost Options available are set out in the MetLife Protect and MetLife Protect Super PDS).

In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.

Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.

Note: Expenses or benefits that are not permitted by law or are regulated by the *National Health Act 1963* (Cth) or the *Private Health Insurance Act 2007* (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.



Total and Permanent Disablement (TPD) Cover



Consumer characteristics	
Age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 64 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Employment type	<ul style="list-style-type: none"> • Employee • Business owner • Sole trader • Non-working <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"> • Full time • Part time • Casual • Non-working
Occupation	Any - this information is used to put consumers into the relevant Occupation Class (as categorised in the MetLife Protect and MetLife Protect Super PDS).
Health status	Consumers are able to satisfy our relevant underwriting criteria with respect to: <ul style="list-style-type: none"> • Smoking status • Other lifestyle/medical factors
Objective/financial need	The objective/financial need of consumers or entities in the target market is to make provision for 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS).
Financial capacity	A consumer or an entity who is able to confirm that they have sufficient: <ul style="list-style-type: none"> • income; • savings; 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.

Appropriateness and suitability	<p>This product is appropriate for consumers who:</p> <ul style="list-style-type: none"> • have Financial Commitments or Financial-in-kind Commitments that cannot be met in the event they or another person (i.e. life insured) experience Total and Permanent Disability due to Illness or Injury (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); • have the ability to pay premiums in accordance with the premium structure chosen; and • meet the general eligibility criteria; <p>on the basis that it provides a lump sum which may be applied to meeting those objectives and needs.</p>
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Key attributes of product	
Standard Cover benefits and features	
Insurance option description	TPD Cover provides a lump sum benefit that in the event the Life Insured becomes Totally and Permanently Disabled in accordance with the benefits and features for Standard TPD Cover in the MetLife Protect and MetLife Protect Super PDS.
Overall target market of insurance option	<p>The target market for Standard TPD Cover is consumers or entities who:</p> <ul style="list-style-type: none"> • 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 they will be unable to meet in the event of the Life Insured becoming Totally and Permanently Disabled (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS) • are able to fund premiums in accordance with the premium structure chosen.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	75
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the general eligibility criteria; • Satisfy the insurance option entry age; • Work in Occupation Class P, W, G, L, B, D, R, or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$50,000 or cover above \$5,000,000, or who are 60 and over who want cover less than \$50,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and • Who are unable to fund premiums.

Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited :</p> <ul style="list-style-type: none"> • Suicide and self-inflicted Injury exclusion; or • Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
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Key attributes of product	
Extras Cost Options benefits and features	
Life Cover Purchase Option (Standalone TPD)	
Extra Cost Option description	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.
Overall target market of insurance extra	<p>The target market for the Life Cover Purchase Option (Standalone TPD) is consumers who:</p> <ul style="list-style-type: none"> • are employed, business owners or sole traders; • have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including Financial Commitments to dependants such as Spouse or children) in the event of the Life Insured's death or Terminal Illness (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full Standalone TPD benefit; and • are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65

<p>Eligibility criteria</p>	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard TPD Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work a minimum of 20 hours per week in Occupation Class P, W, G, L B, D or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
<p>Consumers to be excluded</p>	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$50,000 or cover above \$5,000,000, or who are 60 and want cover less than \$50,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; and • Who are working less than 20 hours per week.
<p>Cover limitations</p>	<p>A consumer's ability to claim may be time limited where the self-inflicted Injury exclusion applies.</p> <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
<p>Life Cover 14-day Buy Back Option (TPD)</p>	
<p>Extra Cost Option description</p>	<p>This option restores a consumers Linked Life Cover 14 days following a Linked TPD Cover benefit payment.</p>
<p>Overall target market of insurance extra</p>	<p>The target market for the Life Cover 14-day Buy Back Option is consumers who:</p> <ul style="list-style-type: none"> • are employed, business owners or sole traders; • hold Linked TPD Cover; • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full or partial linked TPD benefit; and • are able to afford the cost of this additional Extra Cost Option.

Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 64 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	75
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard TPD Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work a minimum of 20 hours per week in Occupation Class P, W, G, L B, D or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$50,000 or cover above \$5,000,000, or who are 60 and over who want cover less than \$50,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; and • Who are working less than 20 hours per week.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; • Survival period exclusion; • Life cover restoration exclusion (where the life cover will not be restored where the Life Insured has been paid a Terminal Illness claim, are in the process of making such a claim or are eligible for such a claim); or • Terminal Illness benefit exclusion period (where the Life Insured will not be paid a Terminal Illness benefit 12-months following a TPD Cover Benefit Payment if the illness is the same or a Related Condition). <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>

Life Cover 12-month Buy Back Option (TPD)

Extra Cost Option description	This option restores a consumers Linked Life Cover 12 months following a Linked TPD Cover benefit payment.
Overall target market of insurance extra	<p>The target market for the Life Cover 12-month Buy Back Option (TPD) is consumers who:</p> <ul style="list-style-type: none"> • are employed, business owners or sole traders; • hold Linked TPD Cover; • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full or partial linked TPD benefit; and • are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 64 for variable age-stepped premium - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	75
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard TPD Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work a minimum of 20 hours per week in Occupation Class P, W, G, L B, D or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$50,000 or cover above \$5,000,000, or who are 60 and over who want cover less than \$50,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; and • Who are working less than 20 hours per week.

<p>Cover limitations</p>	<p>Where one of the following exclusions apply, a consumer's ability to claim may be limited:</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; or • Life cover restoration exclusion (where the life cover will not be restored where the Life Insured has been paid a Terminal Illness claim, are in the process of making such a claim or are eligible for such a claim). <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed</p>
<p>Double Benefit Option (TPD)</p>	
<p>Extra Cost Option description</p>	<p>This option:</p> <ul style="list-style-type: none"> • 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 • Waives future premiums for the restored Life Cover benefit amount under this option until the Life Insured turns 65.
<p>Overall target market of insurance extra</p>	<p>The target market for the Double Benefit Option (TPD) is consumers who:</p> <ul style="list-style-type: none"> • are employed, business owners or sole traders; • hold Linked TPD Cover; • 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) or on-going living expenses and may require extra protection to assist with insurance costs, in the event of the Life Insured's death or Terminal Illness (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full Linked TPD benefit; and • are able to afford the cost of this additional Extra Cost Option.
<p>Entry age</p>	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
<p>Expiry age</p>	<p>65</p>

<p>Eligibility criteria</p>	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard TPD Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work a minimum of 20 hours per week in Occupation Class P, W, G, L B, or D (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
<p>Consumers to be excluded</p>	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$50,000 or cover above \$5,000,000, or who are 60 and want cover less than \$50,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; and • Who are working less than 20 hours per week.
<p>Cover limitations</p>	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; • Survival period exclusion; • Life cover restoration exclusion (where the life cover will not be restored where the Life Insured has been paid a Terminal Illness claim, are in the process of making such a claim or are eligible for such a claim); or • Terminal Illness benefit exclusion period (where the Life Insured will not be paid a Terminal Illness benefit 12-months following a TPD Cover Benefit Payment if the illness is the same or a Related Condition). <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
<p>Own Occupation Option</p>	
<p>Extra Cost Option description</p>	<p>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).</p>

Overall target market of insurance extra	<p>The target market for the Own Occupation Option is consumers who:</p> <ul style="list-style-type: none"> • are employed, self-employed or business owners; • have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including Financial Commitments to dependants such as Spouse or children) and require protection in the event the Life Insured is unable to permanently 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); and • are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard TPD Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work a minimum of 20 hours per week in Occupation Class P, W, G, L, B, or D (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$50,000 or cover above \$5,000,000, or who are 60 and want cover less than \$50,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; and • Who are working less than 20 hours per week.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; • Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion; or • Accidental Injury Cover definition following exercise of the Life Events Extras Feature exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p>

Cover limitations (cont.)	<p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963 (Cth)</i> or the <i>Private Health Insurance Act 2007 (Cth)</i> will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
Own Business Option	
Extra Cost Option description	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).
Overall target market of insurance extra	<p>The target market for the Own Business Option is consumers who:</p> <ul style="list-style-type: none"> • are business owners or sole traders • have (or envisage that in future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including Financial Commitments to dependants such as Spouse or children) and 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); and • are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard TPD Cover; • Satisfy the insurance option entry age; • Are business owners or sole traders; • Work a minimum of 20 hours per week in their business in Occupation Class P, W, G, L, B, or D (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$50,000 or cover above \$5,000,000, or who are 60 and want cover less than \$50,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are either employees who do not own their own business or who are non-working; and • Who are working less than 20 hours per week.

<p>Cover limitations</p>	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; • Accidental Injury Cover definition following exercise of the Life Events Increases Feature exclusion; or • Accidental Injury Cover definition following exercise of the Life Events Extras Feature exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
<p>Premium Waiver Disability Option (TPD)</p>	
<p>Extra Cost Option description</p>	<p>This option:</p> <ul style="list-style-type: none"> • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • Refunds any premiums collected on a consumer's TPD cover (including any corresponding Extra Cost Options) while the Life Insured is Totally Disabled (in accordance with the benefits and features in the MetLife in the MetLife Protect and MetLife Protect Super PDS), until they turn 65, return to work, or earn an income.
<p>Overall target market of insurance extra</p>	<p>The target market for the Premium Waiver Disability Option is consumers who are:</p> <ul style="list-style-type: none"> • employed, self-employed or business owners; • at risk of incurring an Accidental Injury and require extra protection to assist with insurance costs in case the Life Insured becomes Totally Disabled (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS) and the insurance costs cannot be met otherwise; and • able to afford the cost of this additional Extra Cost Option.
<p>Entry age</p>	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
<p>Expiry age</p>	<p>65</p>
<p>Eligibility criteria</p>	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the general eligibility criteria; • Satisfy the insurance option entry age; • Work in Occupation Class P, W, G, L, B or D, (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.

<p>Consumers to be excluded</p>	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$50,000 or cover above \$5,000,000, or who are 60 and want cover less than \$50,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; and • Who are working less than 20 hours per week.
<p>Cover limitations</p>	<p>A consumer's ability to claim may be time limited where the self-inflicted Injury exclusion applies.</p> <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>



Trauma Cover



Consumer characteristics	
Age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 64 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Employment type	<ul style="list-style-type: none"> • Employee • Business owner • Sole trader • Non-working <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"> • Full time • Part time • Casual • Non-working
Occupation	Any - this information is used to put consumers into the relevant Occupation Class (as categorised in the MetLife Protect and MetLife Protect Super PDS).
Health status	<p>Consumers are able to satisfy our relevant underwriting criteria with respect to:</p> <ul style="list-style-type: none"> • Smoking status • Other lifestyle/medical factors
Objective/financial need	The objective/financial need of consumers in the target market is to make provision for 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 (in accordance with the benefits and features 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"> • income; • savings; or <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>

Appropriateness and suitability	<p>This product is appropriate for consumers who:</p> <ul style="list-style-type: none"> • have Financial Commitments or Financial-in-kind Commitments that cannot be met in the event they or another person (i.e. life insured) is diagnosed with a medical condition that meets the criteria of one of our Trauma Conditions; • have the ability to pay premiums in accordance with the premium structure chosen; and • meet the general eligibility criteria <p>on the basis that it provides a lump sum which may be applied to meeting those objectives and needs.</p>
Key attributes of product	
Standard Cover benefits and features	
Insurance option description	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, in accordance with the benefits and features for Standard Trauma Cover in the MetLife Protect and MetLife Protect Super PDS.
Overall target market of insurance option	<p>The target market for Standard Trauma Cover is consumers who:</p> <ul style="list-style-type: none"> • have (or envisage that in the future they will or may have) outstanding Financial Commitments or Financial-in-kind Commitments (including, 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • are able to fund premiums in accordance with the premium structure chosen.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> – 64 for variable age-stepped – 54 for Fixed Term Option – 59 for variable premium (age 65 or age 70).
Expiry age	75
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the general eligibility criteria; • Satisfy the insurance option entry age; • Work in Occupation Class P, W, G, L, B, D, R, or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> – age; – sex; – smoking status; – health; – occupation; – sports and recreational pursuits; and – place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$30,000 or cover above \$2,000,000, or who are 60 and over who want cover less than \$30,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and • Who are unable to fund premiums.

Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited :</p> <ul style="list-style-type: none"> • Suicide and self-inflicted Injury exclusion; • Survival period exclusion; • No-Claim Period exclusion; • Trauma Cover Category Limit exclusion*; • Accidental Injury Cover definition following Trauma Condition benefit payment exclusion*; • Multiple Trauma Cover claims - impact of claim order and cause of claim exclusion. <p>*The period of the exclusion will be specific to which Extra Cost Options, if any, are selected (details of the Extra Cost Options available are set out in the MetLife Protect and MetLife Protect Super PDS).</p> <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
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Key attributes of product

Extras Cost Options benefits and features

Life Cover Purchase Option (Standalone Trauma)

Extra Cost Option description	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.
Overall target market of insurance extra	<p>The target market for the Life Cover Purchase Option is consumers who:</p> <ul style="list-style-type: none"> • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full Standalone Trauma Cover benefit; and • are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65

<p>Eligibility criteria</p>	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Trauma Cover; • Satisfy the insurance option entry age; • Are employees, business owners, sole traders or non-working; • Work in Occupation Class P, W, G, L, B, D, R or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
<p>Consumers to be excluded</p>	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$30,000 or cover above \$2,000,000, or who are 60 and want cover less than \$30,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and • Who are unable to meet this additional cost on top of the cost of the standard cover premiums.
<p>Cover limitations</p>	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited :</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; or • Survival period exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
<p>Life Cover Buy Back Option (Trauma)</p>	
<p>Extra Cost Option description</p>	<p>This option restores a consumer's Linked Life Cover, 12 months following a Linked Trauma Cover benefit payment.</p>
<p>Overall target market of insurance extra</p>	<p>The target market for the Life Cover Buy Back Option is consumers who:</p> <ul style="list-style-type: none"> • Hold Linked Trauma Cover; • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full or partial Linked Trauma Cover benefit; and • are able to afford the cost of this additional Extra Cost Option.
<p>Entry age</p>	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 64 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).

Expiry age	75
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Trauma Cover; • Satisfy the insurance option entry age; • Are employees, business owners, sole traders or non-working; • Work in Occupation Class P, W, G, L, B, D, R or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$30,000 or cover above \$2,000,000, or who are 60 and over who want cover less than \$30,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and • Who are unable to meet this additional cost on top of the cost of the standard cover premiums.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be limited:</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; • Life cover restoration exclusion (where the life cover will not be restored where the Life Insured has been paid a Terminal Illness claim, are in the process of making such a claim or are eligible for such a claim); or • Survival period exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
Double Benefit Option (Trauma)	
Extra Cost Option description	<p>This option:</p> <ul style="list-style-type: none"> • 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 • Waives future premiums for the restored Life Cover benefit amount under this option until the Life Insured turns 65.

Overall target market of insurance extra	<p>The target market for the Double Benefit Option is consumers who:</p> <ul style="list-style-type: none"> • hold Linked Trauma Cover; • 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 may require extra protection to assist with insurance costs, in the event of the Life Insured's death or Terminal Illness (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), following the payment of a full Linked Trauma Cover benefit; and • are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Trauma Cover; • Satisfy the insurance option entry age; • Are employees, business owners, sole traders or non-working; • Work in Occupation Class P, W, G, L, B, D, or R (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$30,000 or cover above \$2,000,000, or who are 60 and want cover less than \$30,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and • Who are unable to meet this additional cost on top of the cost of the standard cover premiums.

<p>Cover limitations</p>	<p>Where one of the following exclusions apply, a consumer's ability to claim may be limited:</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; • Life cover restoration exclusion (where the life cover will not be restored where the Life Insured has been paid a Terminal Illness claim, are in the process of making such a claim or are eligible for such a claim);; • Partial benefit payments (Tier 2 and Tier 3); or • Survival period exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963 (Cth)</i> or the <i>Private Health Insurance Act 2007 (Cth)</i> will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
<p>Trauma Cover Reinstatement Option</p>	
<p>Extra Cost Option description</p>	<p>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.</p>
<p>Overall target market of insurance extra</p>	<p>The target market for the Trauma Cover Reinstatement Option is consumers who:</p> <ul style="list-style-type: none"> • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS) multiple times over the life of the policy; and • are able to afford the cost of this additional Extra Cost Option.
<p>Entry age</p>	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 64 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
<p>Expiry age</p>	<p>75</p>
<p>Eligibility criteria</p>	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Trauma Cover; • Satisfy the insurance option entry age; • Are employees, business owners, sole traders or non-working; • Work in Occupation Class P, W, G, L, B, D, R or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.

Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> Residing outside of Australia at the time of application; Who do not satisfy our general eligibility criteria (as set out on page 4); Under 60 who want cover less than \$30,000 or cover above \$2,000,000, or who are 60 and over who want cover less than \$30,000 or cover above \$1,000,000; Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and Who are unable to meet this additional cost on top of the cost of the standard cover premiums.
Cover limitations	<p>A consumer's ability to claim may be time limited where the self-inflicted Injury exclusion applies.</p> <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
Premium Waiver Disability Option (Trauma)	
Extra Cost Option description	<p>This option:</p> <ul style="list-style-type: none"> 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS), until they turn 65, return to work, or earn an income.
Overall target market of insurance extra	<p>The target market for the Premium Waiver Disability Option is consumers who:</p> <ul style="list-style-type: none"> are employed, self-employed or business owners; require extra protection to assist with insurance costs in case the Life Insured suffers Total Disability (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> Minimum entry age is 15 Maximum entry age is: <ul style="list-style-type: none"> 60 for variable age-stepped 54 for Fixed Term Option 59 for variable premium (age 65 or age 70).
Expiry age	65

<p>Eligibility criteria</p>	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Trauma Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work in Occupation Class P, W, G, L, B, or D (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
<p>Consumers to be excluded</p>	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$30,000 or cover above \$2,000,000, or who are 60 and want cover less than \$30,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; and • Who are non-working.
<p>Cover limitations</p>	<p>A consumer's ability to claim may be time limited where the self-inflicted Injury exclusion applies.</p> <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>

Key attributes of product	
Extras Cover benefits and features	
Individual Extras	
<p>Extra Cover description</p>	<p>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).</p>
<p>Overall target market of insurance extra</p>	<p>The target market for Individual Extras is consumers who:</p> <ul style="list-style-type: none"> • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • are able to afford the cost of this additional Extras Cover.

Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 64 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	70
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Trauma Cover; • Satisfy the insurance option entry age; • Are employees, business owners, sole traders or non-working; • Work in Occupation Class P, W, G, L, B, D, R or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Under 60 who want cover less than \$30,000 or cover above \$2,000,000, or who are 60 and over who want cover less than \$30,000 or cover above \$1,000,000; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and • Who are unable to meet this additional cost on top of the cost of the standard cover premiums.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited :</p> <ul style="list-style-type: none"> • Self-inflicted Injury exclusion; • Survival period exclusion; • No-Claim Period exclusion; • Trauma Cover Category Limit exclusion*; • Accidental Injury Cover definition following Trauma Condition benefit payment exclusion*; • Multiple Trauma Cover claims - impact of claim order and cause of claim exclusion.

Cover limitations (cont.)	<p>*The period of the exclusion will be specific to which Extra Cost Options, if any, are selected (details of the Extra Cost Options available are set out in the MetLife Protect and MetLife Protect Super PDS).</p> <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
Family Extras	
Extra Cover description	<p>This option:</p> <ul style="list-style-type: none"> • 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 • Reimburses travel expenses to enable the Life Insured to help with family responsibilities following payment of a Child Trauma Benefit.
Overall target market of insurance extra	<p>The target market for Family Extras is consumers who:</p> <ul style="list-style-type: none"> • have or may have children who are dependent on them; • 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); and • are able to afford the cost of this additional Extras Cover.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is: <ul style="list-style-type: none"> - 60 for variable age-stepped - 54 for Fixed Term Option - 59 for variable premium (age 65 or age 70).
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Trauma Cover; • Satisfy the insurance option entry age; • Are employees, business owners, sole traders or non-working; • Work in Occupation Class P, W, G, L, B, D, R or O (as categorised in the MetLife Protect and MetLife Protect Super PDS); • Have a Dependent Child (as defined in the MetLife Protect and MetLife Protect Super PDS) aged 16 or under; and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.

Income Cover



Consumer characteristics	
Age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is 59
Employment type	<ul style="list-style-type: none"> • Employee • Business owner • Sole trader <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"> • Full time • Part time but minimum 15 hours per week • Casual but minimum 15 hours per week
Occupation	<p>This information is used to put consumers into the relevant Occupation Class (as categorised in the MetLife Protect and MetLife Protect Super PDS).</p> <p>Note:</p> <ul style="list-style-type: none"> • Income Cover is not available to Occupation Class O; and • Benefit Period selections are restricted for Occupation Classes L, B, D & R (as categorised in the MetLife Protect and MetLife Protect Super PDS).
Health status	<p>Consumers are able to satisfy our relevant underwriting criteria with respect to:</p> <ul style="list-style-type: none"> • Smoking status • Other lifestyle/medical factors
Objective/financial need	<p>The objective/financial need of consumers in the target market is to make provision for 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 incurs an Illness or Injury (as defined in the MetLife Protect and MetLife Protect Super PDS) which causes them to be unable to earn their Pre- Disability Income.</p>
Financial capacity	<p>A consumer who is able to confirm that they have sufficient:</p> <ul style="list-style-type: none"> • income; • savings; or <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>

Appropriateness and suitability	<p>This product is appropriate for consumers who are employed, business owners or sole traders who:</p> <ul style="list-style-type: none"> • have Financial Commitments or Financial-in-kind Commitments that cannot be met in the event they or another person (i.e. life insured) experience Total or Partial Disability (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); • have the ability to pay premiums in accordance with the premium structure chosen and • meet the general eligibility criteria; <p>on the basis that it provides a monthly benefit as a form of income replacement for the Life Insured (whilst they are suffering a loss of income during times of Illness or Injury) which may be applied to meeting those needs and objectives.</p>
Key attributes of product	
Standard Cover benefits and features	
Insurance option description	<p>Standard Income Cover provides:</p> <ul style="list-style-type: none"> • A Monthly form of income replacement; • Financial support for retraining and return to work, during a period of Illness or Injury, in accordance with the benefits and features for Standard Income Cover in the MetLife Protect and MetLife Protect Super PDS; and • The flexibility to restore the benefit amount that was reduced prior to the commencement of unpaid leave without further underwriting. <p>Note: For consumers with a to age 65 Benefit Period, the Usual Occupation disability definition will transition to an any occupation definition after the first 24 months of the Benefit Period. This means the Life Insured will be assessed on their ability to work in any occupation which they are reasonably suited to perform by their education, training or experience. 1-year, 2-year and 5-year Benefit Periods will maintain a Usual Occupation disability definition throughout the duration of the Benefit Period.</p>
Overall target market of insurance option	<p>The target market for Standard Income Cover is consumers who:</p> <ul style="list-style-type: none"> • are employed, business owners or sole traders; • have Financial Commitments or Financial-in-kind Commitments that cannot be met in the event they or another person (i.e. life insured) experience Total or Partial Disability (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • are able to fund premiums in accordance with the premium structure chosen.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is 59
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the general eligibility criteria; • Satisfy the insurance option entry age; • Work a minimum of 15 hours per week in Occupation Class P, W, G, L, B, D or R (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.

Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> Residing outside of Australia at the time of application; Who do not satisfy our general eligibility criteria (as set out on page 4); Who want cover less than \$1,500 per month (excluding superannuation contributions) or cover above \$30,000 per month (excluding superannuation contributions); Who do not satisfy the insurance option eligibility criteria (unless prior approval received); and Who are unable to fund premiums; Who are non-working; and Who are seeking protection against unemployment or redundancy.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> Suicide and self-inflicted Injury 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 and incarceration exclusion; or Elective surgery exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
Key attributes of product	
Extras Cost Options benefits and features	
Claim Indexation Option	
Extra Cost Option description	<p>This option increases the Monthly Cover Amount, Pre-Disability Income and the Maximum Income Replacement Amount in line with the Consumer Price Index increase each year while on claim.</p>
Overall target market of insurance extra	<p>The target market for the Claim Indexation Option is consumers who:</p> <ul style="list-style-type: none"> are employed, business owners or sole traders; require extra protection to adjust for inflation in the case the Life Insured meets the definition of Total Disability or Partial Disability (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> Minimum entry age is 15 Maximum entry age is 59
Expiry age	65

<p>Eligibility criteria</p>	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Income Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work a minimum of 15 hours per week in Occupation Class P, W, G, L, B or D (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
<p>Consumers to be excluded</p>	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Who want cover less than \$1,500 per month (excluding superannuation contributions) or cover above \$30,000 per month (excluding superannuation contributions); • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; and • Who are seeking protection against unemployment or redundancy.
<p>Cover limitations</p>	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • 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 and incarceration exclusion; or • Elective surgery exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
<p>Superannuation Contribution Option</p>	
<p>Extra Cost Option description</p>	<p>This option pays the Life Insured's superannuation contributions direct to their nominated complying superannuation fund.</p>

Overall target market of insurance extra	<p>The target market for the Superannuation Contribution Option is consumers who:</p> <ul style="list-style-type: none"> • are employed, business owners or sole traders; • are Superannuation fund members and require extra protection to maintain the Life Insured's superannuation contributions in the case they meet the definition of Total Disability or Partial Disability (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); and • are able to afford the cost of this additional Extra Cost Option.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is 59
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Income Cover; • Satisfy the insurance option entry age; • Are employees, business owners or sole traders; • Work a minimum of 15 hours per week in Occupation Class P, W, G, L, B or D (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.
Consumers to be excluded	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Who want cover less than \$1,500 per month (excluding superannuation contributions) or cover above \$30,000 per month (excluding superannuation contributions); • Who want to cover superannuation contributions above \$5,000 per month; • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; and • Who are seeking protection against unemployment or redundancy.
Cover limitations	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • 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 and incarceration exclusion; or • Elective surgery exclusion.

Cover limitations (cont.)	<p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963</i> (Cth) or the <i>Private Health Insurance Act 2007</i> (Cth) will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>
Key attributes of product	
Extras Cover benefits and features	
Disability Extras	
Extra Cover description	<p>This option:</p> <ul style="list-style-type: none"> • 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 (in accordance with the benefits and features in the MetLife Protect and MetLife Protect Super PDS); • Increases the Partial Disability benefit amount for the first six months of the Benefit Period; and • 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).
Overall target market of insurance extra	<p>The target market for Disability Extras is consumers who:</p> <ul style="list-style-type: none"> • are employed, business owners or sole traders; • require extra short- term 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); and • are able to afford the cost of this additional Extras Cover.
Entry age	<ul style="list-style-type: none"> • Minimum entry age is 15 • Maximum entry age is 59
Expiry age	65
Eligibility criteria	<p>Consumers who:</p> <ul style="list-style-type: none"> • Satisfy the eligibility criteria for Standard Income Cover; • Satisfy the insurance option entry age; • Have a 30-day, 60-day or 90-day Waiting Period; • Are employees, business owners or sole traders; • Work a minimum of 15 hours per week in Occupation Class P, W, G, L or B (as categorised in the MetLife Protect and MetLife Protect Super PDS); and • Meet MetLife underwriting requirements with respect to: <ul style="list-style-type: none"> - age; - sex; - smoking status; - health; - occupation; - sports and recreational pursuits; and - place of residence.

<p>Consumers to be excluded</p>	<p>This product is not suitable for consumers:</p> <ul style="list-style-type: none"> • Residing outside of Australia at the time of application; • Who do not satisfy our general eligibility criteria (as set out on page 4); • Who want cover less than \$1,500 per month (excluding superannuation contributions) or cover above \$30,000 per month (excluding superannuation contributions); • Who do not satisfy the insurance option eligibility criteria (unless prior approval received); • Who are unable to meet this additional cost on top of the cost of the standard cover premiums; • Who are non-working; • Who are seeking protection against unemployment or redundancy; and • With a Waiting Period longer than 90-days.
<p>Cover limitations</p>	<p>Where one of the following exclusions apply, a consumer's ability to claim may be time limited:</p> <ul style="list-style-type: none"> • 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 and incarceration exclusion; or • Elective surgery exclusion. <p>In addition to the above, there may be exclusions which are specific to a consumer which will be stated on the Policy Schedule.</p> <p>Consumers ineligible to receive a benefit payment in respect of a claim (for example by not meeting the relevant Policy definition) cannot be identified at the point of sale and are therefore not considered to be outside of MetLife Protect's target market.</p> <p>Note: Expenses or benefits that are not permitted by law or are regulated by the <i>National Health Act 1963 (Cth)</i> or the <i>Private Health Insurance Act 2007 (Cth)</i> will not be Reimbursed. Expenses that are Reimbursed from another source will also not be Reimbursed.</p>



MetLife Issuer Obligations

<p>Distribution channels</p>	<p>MetLife Protect is distributed via personal advice and general advice through Australian Financial Services (AFS) licensees.</p>
<p>Distribution conditions</p>	<ul style="list-style-type: none"> • In order to distribute MetLife Protect, all distributors must: <ul style="list-style-type: none"> - Have a Distribution Agreement in place with MetLife; - Have a current AFS licence; - Only distribute to consumers who meet the eligibility criteria set out in this TMD (unless prior written approval is provided by MetLife); - Assist the consumer in completing the application form and in doing so confirm the responses satisfy the eligibility criteria; - Have considered when the cover may be suitable and when the cover may not be suitable as set out in this TMD; - Have considered any cover limitations set out in this TMD and must not distribute a product to a consumer where the cover limitations will prevent a person from being able to meet their objectives, financial situations and needs; and - Provide the consumer with the current combined Product Disclosure Statement and Policy Terms. • MetLife only uses AFS licensees who understand how to provide both personal advice and general advice to distribute MetLife Protect and provide that advice as applicable. • In addition, MetLife Protect must only be distributed under general advice where: <ul style="list-style-type: none"> - The consumer is able to confirm a Financial Commitment or Financial-in-kind Commitment; - The distributor has structured training and/or quality assurance standards; - The consumer meets application screening questions; and - If applicable, the product may be distributed in compliance with the distributor’s authorised call scripts and processes.
<p>Rationale as to why these distribution conditions are appropriate</p>	<p>Distribution through distributors with a Distribution Agreement in place The Distribution Agreement requires distributors to work with MetLife to ensure compliance with the Design and Distribution Regime.</p> <p>Distribution through AFS licensees 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"> • Act in the best interests of the consumer who is their client; • Act honestly, efficiently and fairly; and • Have in place: <ul style="list-style-type: none"> - Conflict of interest management arrangements; - Compliance arrangements to ensure adherence to financial services laws; and - Supervisory requirements to ensure those working underneath the licence adhere to financial services laws. <p>Distribution under a personal advice model 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 and that the products recommended are appropriate to the consumer’s needs.</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"> • The right type/s of cover for the consumer’s needs; • The appropriate amount of cover; and • How to structure insurance cost effectively.

<p>Rationale as to why these distribution conditions are appropriate (cont.)</p>	<p>Distribution under a general advice model</p> <p>Consumers are more likely to be in the target market if:</p> <ul style="list-style-type: none"> distributors distribute the product in alignment with the distribution conditions for general advice; distributors do not distribute to consumers that do not meet the relevant demographic and eligibility requirements; and the product is distributed to consumers who seek help with the application process and they have assessed their objectives, financial situation and needs. <p>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>															
<p>Review frequency</p>	<ul style="list-style-type: none"> Subject to intervening review triggers and any further guidance issued by ASIC, an initial review will be undertaken within 12 months of the regime effective date (5 October 2021); Subsequent reviews will occur within 24 months of the previous review; Where there is: <ul style="list-style-type: none"> A significant impact on the product such as a change to the TMD based on a trigger review; A significant dealing outside the target market; or A change in the product's distribution channel; <p>a review will occur within 12 months of the above event occurring.</p>															
<p>Review triggers</p>	<table border="1" data-bbox="432 819 1453 1592"> <thead> <tr> <th data-bbox="432 819 687 913">Review trigger</th> <th data-bbox="687 819 943 913">Information to be provided by licensee</th> <th data-bbox="943 819 1198 913">Information needed for review triggers or events</th> <th data-bbox="1198 819 1453 913">Frequency in which information to be provided by licensee</th> </tr> </thead> <tbody> <tr> <td data-bbox="432 913 687 1171"> <p>MetLife determines that a 'significant dealing' in MetLife Protect has occurred (except for an excluded dealing) outside of the product's target market.</p> </td> <td data-bbox="687 913 943 1171"> <p>Details of policy applications submitted via General Advice for lives insured without a Financial Commitment or Financial- in-kind Commitment.</p> </td> <td data-bbox="943 913 1198 1171"> <p>A significant dealing in the product which MetLife becomes aware is not consistent with the TMD (within 10 business days of becoming aware of the dealing).</p> </td> <td data-bbox="1198 913 1453 1171"> <p>As soon as practicable (and within 10 business days of the application being submitted).</p> </td> </tr> <tr> <td data-bbox="432 1171 687 1592"> <p>The commencement of a significant change in:</p> <ul style="list-style-type: none"> Law or regulation; MetLife's legal interpretation of the law or regulation; or Regulator directive, that would reasonably suggest that the TMD is no longer appropriate. </td> <td data-bbox="687 1171 943 1592"> <p>Nil</p> </td> <td data-bbox="943 1171 1198 1592"> <p>Relevant regulation, legislation and/or ASIC instruments relating to the change in law or relevant product intervention order.</p> </td> <td data-bbox="1198 1171 1453 1592"> <p>N/A</p> </td> </tr> </tbody> </table> <p>Review triggers continued on page 43.</p>				Review trigger	Information to be provided by licensee	Information needed for review triggers or events	Frequency in which information to be provided by licensee	<p>MetLife determines that a 'significant dealing' in MetLife Protect has occurred (except for an excluded dealing) outside of the product's target market.</p>	<p>Details of policy applications submitted via General Advice for lives insured without a Financial Commitment or Financial- in-kind Commitment.</p>	<p>A significant dealing in the product which MetLife becomes aware is not consistent with the TMD (within 10 business days of becoming aware of the dealing).</p>	<p>As soon as practicable (and within 10 business days of the application being submitted).</p>	<p>The commencement of a significant change in:</p> <ul style="list-style-type: none"> Law or regulation; MetLife's legal interpretation of the law or regulation; or Regulator directive, that would reasonably suggest that the TMD is no longer appropriate. 	<p>Nil</p>	<p>Relevant regulation, legislation and/or ASIC instruments relating to the change in law or relevant product intervention order.</p>	<p>N/A</p>
Review trigger	Information to be provided by licensee	Information needed for review triggers or events	Frequency in which information to be provided by licensee													
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Review triggers (cont.)	<p>MetLife Protect product performance is materially inconsistent with MetLife's expectations of the appropriateness of the product to consumers having regard to:</p> <ul style="list-style-type: none"> Accepted, declined and withdrawn claims; and Policy lapse or cancellation rates. 	Nil	<p>During the review period, the expected and actual number of:</p> <ul style="list-style-type: none"> Product claims ratio The number or rate of paid, denied, and withdrawn claims The number of policies sold Policy lapse or cancellation rates Percentage of applications not accepted Complaints related to product design or distribution. 	N/A
	<p>A significant or unexpectedly high number of complaints regarding:</p> <ul style="list-style-type: none"> product design; product availability; claims; and distribution <p>that would reasonably suggest that the TMD is no longer appropriate.</p>	<p>Number and nature of complaints received by licensee in relation to:</p> <ul style="list-style-type: none"> product design; product availability; claims; and distribution. 	<p>Complaints and the nature of the complaints regarding:</p> <ul style="list-style-type: none"> product design; claims; and distribution conditions. 	<p>Every six months following regime commencement (and within 10 business days of the end of the reporting period; the first reporting period six months ending 31 March 2022).</p>
	<p>A material change to:</p> <ul style="list-style-type: none"> product design; features; premium rates; and/or fees <p>that would reasonably suggest that the TMD is no longer appropriate.</p>	Nil	<p>Product and/or pricing specification documents including the considerations of the target market.</p>	N/A

TMD Document History

Version	Date of release
1	1 October 2021
2	14 October 2022
3	30 April 2023
4	8 September 2023
5	12 November 2023
6	30 June 2024

For more information

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

metlife.com.au

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