



INFORCE QUOTING

Introducing inforce quoting

We're excited to launch our new inforce quoting capability – the newest feature of the Policy Servicing portal, designed to save you time and money.

What you can quote

You can quote and apply for decrease alterations across both NEOS Protection and Encompass Protection. This includes sum insured reductions, increases in waiting periods, reduction of benefit periods, and removal of benefit options.

We've launched decreases first because these represent 80% of inforce quote requests we receive. Increase quotes will be included in the future.

Refer to the table on page 2 for more details.

There's more to come...

We're committed to improving the functionality of the NEOS Platform and Policy Servicing portal, making your life easier and your business more profitable.

We'll keep you informed about exciting developments as they happen.

Available inforce quoting alterations

Alteration type	Example	NEOS PROTECTION	Encompass PROTECTION
Reduce sum insured	Reduce the sum insured on any cover type	✓	✓
Remove benefit	Remove any cover type from a policy	✓	✓
Increase waiting period	Increase the waiting period on an Income Protection or Income Support Cover	✓	✓
Decrease a benefit period	Decrease the benefit period on an Income Protection or Income Support Cover	✓	✓
Change Critical Illness Cover type	Change from Plus to Standard	✓	✓
Remove an option	Remove an optional benefit from a cover, including but not limited to: <ul style="list-style-type: none"> • Critical Illness Option • Accident Benefit Option • Indexation Benefit • Life Cover Buy Back • Accelerated Life Cover Buy Back • Income Booster Option • Critical Illness Reinstatement Option 	✓	✓
Change TPD definition	Change from Own TPD definition to Any TPD definition	✓	✓
Level premium to Stepped premium	Change from Level to Age 65 or Level to Age 70 to Stepped	✓	✓



Alterations may result in changes to the level of cover provided on the insured person and premiums payable by the plan owner(s). Quoted premiums are estimates only which are subject to final confirmation by NEOS. Premiums shown in these illustrations are based on the premium rates that are applicable on the date the illustration was prepared. Please read the relevant PDS for more information, including details about how premiums are calculated, indexation and taxation implications.

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