

Cover Bounce-back Information

Acenda Insurance | Protectionfirst | Personal Protection Portfolio

Cover Bounce-back lets you reduce your insurance cover to lower the cost for 3, 6, 9 or 12 months. It then returns to its full sum insured amount. Eligible insurances can use it for 12 months in total.

Your policy is eligible for Cover Bounce-back if the policy schedule shows as its owner:

- ✓ you
- ✓ a self managed super fund or third party product 'wrap' provider. Any other type of super fund is not eligible.

Information about how Cover Bounce-back works is in this information flyer and in the current PDS for your product, which you can find here: www.acenda.com.au/pds.

Contractual terms and conditions for Cover Bounce-back are:

- in your Policy Documents for policies issued **from** 27 September 2025, or
- below for policies issued **before** 27 September 2025. By making a bounce back request, you agree to us varying your Policy Document to include these terms and conditions.

IMPORTANT — Before using Cover Bounce Back

You can opt out of Inflation Proofing increases while Cover Bounce-back applies but **generally cannot make other changes** to your cover – in most other cases you would need to shorten your Suspension Period.

You can extend your Cover Bounce-back period for 12 months in total but **cannot shorten** it without evidence of good health – that evidence is not needed when cover is restored at the end of the period.

Cover Bounce-back could **permanently impair** suspended cover that you later restore if an insured event first occurs, arises from or is related to an insured event first occurring, during a Cover Bounce-back period.

Using Cover Bounce-back could **reduce a claim** payment if the Life Insured is currently on claim, eligible to claim, or recently been injured or diagnosed with a condition that may lead to a claim.

It is important that you read the Cover Bounce-back terms and conditions below before using it.

Please call us to get a quote before proceeding or if you have questions – the final page has our details.

Cover Bounce-back Terms and Conditions

Meanings of Capitalised Words

Capitalised words have the meanings given by your Policy Document and as follows:

Suspended Amount means the amount, being a portion of the sum insured, that we agree is temporarily deducted from the sum insured for the relevant insurance.

Suspension Period means the agreed period of time that a Suspended Amount applies to the relevant insurance.

Remaining Amount means the balance of the sum insured, after deduction of the Suspended Amount, that applies to the relevant insurance during the Suspension Period (see your Policy Schedule issued when you exercise this feature).

Restored Amount means the Suspended Amount, either in full or the agreed portion, that is added back to the sum insured at the end of the Suspension Period.

Cover Bounce-back

You can reduce the sum insured by your chosen amount (the Suspended Amount), for an agreed period of time (the Suspension Period). During the Suspension Period you will be insured only for the Remaining Amount and only pay premiums for the Remaining Amount.

At the end of the Suspension Period, you can restore all or part of the Suspended Amount.

Conditions of the Cover Bounce-back feature

- You must have held the insurance for at least two years.
- The suspension periods available are 3, 6, 9, and 12 months.
- You can exercise this feature up to a total of 12 months over the duration of the insurance.
- This feature is not available if your premiums are in arrears.
- To exercise this feature, you must notify us and complete the required steps before your next premium due date from which you wish to apply. When we receive your request, we will confirm the details in writing to you, including the length of the Suspension Period.
- You cannot exercise this feature:
 - at the same time as the Economiser feature.
 - for insurance with a level premium or decreasing cover premium structure.
 - at the same time as Increases without further medical evidence or the Future Insurability feature (for Protectionfirst insurances).

- If no premium is payable for your insurance (for example, if Premium Waiver applies to the insurance).
- If you have made a claim and you have Buy Back on an insurance on the policy (which allows you to buy back your cover after a period of time) and have not yet been able to buy back that cover.
- If you have lodged a claim with us that is currently being assessed or paid.
- If the Life Insured has suffered an injury, sickness or condition or experienced symptoms that may give rise to a claim.
- If Inflation Proofing applies, it will continue to apply to the Remaining Amount during the Suspension Period.
- Cover cannot be reduced below the minimum sums insured (Benefit Amounts for Income Protection and Business Expenses cover) for the cover under your product.

If you exercise this feature other than for Income Protection and Business Expenses cover, you also have to reduce the sum insured on any Extension or Connection insurance and all terms for this feature shall also apply to the Extension or Connection insurance.

Reduction of Liability Terms

Insurance in respect of the Life Insured and our liability fully ceases for the Suspended Amount for the entire duration of the Suspension Period.

No Liability Terms – In respect of the Suspended Amount, no benefit shall be payable for any death, disability, sickness, injury, critical illness (including partial critical illness event and child support benefit conditions) or other insured events for which a benefit would ordinarily be payable where it:

- first occurs during the Suspension Period; or
- arises from or is related to an injury, sickness, condition or symptom that first occurs during the Suspension Period which the Life Insured:
 - was aware of, or a reasonable person in the life insured person's position would have been aware of; or
 - sought advice or treatment from a registered medical practitioner or other health professional during the Suspension Period (or a reasonable person in the Life Insured's position would have sought such advice or treatment).

The above No Liability Terms shall continue to apply to the Restored Amount for the entire duration of the insurance. It shall also continue to apply to the equivalent amount of the Restored Amount if you transfer the insurance to another Acenda policy for the entire duration of the insurance on the other Acenda policy.

Transferring insurance means replacing the insurance, either the full or part of the sum insured, with insurance on another policy. For example, Life Cover or Income Protection outside super is replaced with Life Cover or Income Protection inside super.

How you can restore your Suspended Amount at the end of the Suspension Period

We will notify you prior to the end of the Suspension Period and you can restore all or part of the Suspended Amount. The amount restored will be the Restored Amount. There is no further medical or financial underwriting as the original disclosures you made at the time you applied for the insurance and any increase continue to apply.

If you direct that only part or none of the Suspended Amount be restored, your direction will be binding and cannot be amended 30 days after the end of the Suspension Period.

If you do not request an extension, we will automatically restore the full Suspended Amount to your insurance unless you have directed otherwise.

If you make a claim during the Suspension Period:

- Subject to these Cover Bounce-back terms, the terms of your insurance continue to apply during the Suspension Period.
- Other than for Income Protection and Business Expenses cover:
 - if you make a claim on your insurance that is subject of these Cover Bounce-back terms, your insurance terminates on payment of the Remaining Amount.
 - If a Buy Back option applies to your insurance, your insurance will be restored to the amount of insurance prior to the Suspension Period.

Important information if you do not restore the full Suspended Amount, and you have a Buy Back option – this explains but does not form part of the Cover Bounce-back terms and conditions.

Your policy schedule states if you have a Buy Back option

A Buy Back option allows you to buy back the insurance that has been reduced or terminated as a result of a claim payment. For example, if you have Life Cover with Critical Illness extension, and a Critical Illness claim has been paid, you can buy back the Life Cover that has been reduced because of that payment. Please refer to your Policy Document or PDS for an explanation of Buy Back.

If you choose to only partially restore, or not restore any, of a Cover Bounce-back Suspended Amount and a claim is paid on insurance that is subject to Cover Bounce-back, Buy Back will be impacted as set out below.

Life Cover Buy Back options

The amount of Life Cover bought back under these types of Buy Back options will be limited to the Benefit paid.

Further, if you also have a Buy Back or Reinstatement option that allows you to buy back Critical Illness insurance, the amount of Critical Illness bought back cannot exceed the amount of Life Cover. For Acenda Insurance and Personal Protection Portfolio products, the amount of Critical Illness bought back will be calculated in conjunction with the sum of any other connection/extension insurances.

Example:

Alex has \$500,000 of Life Cover and \$500,000 of Critical Illness with Buy Back options to buy back both Life Cover and Critical Illness after 12 months of claim.

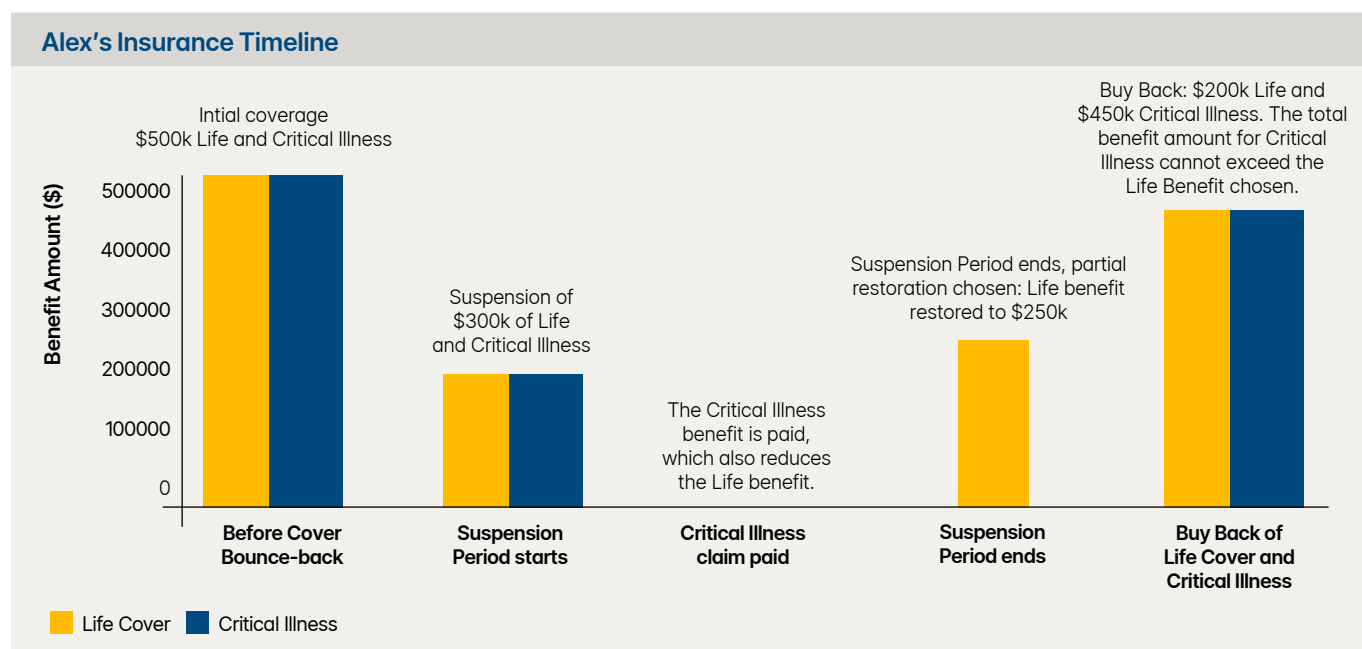
He activates the Cover Bounce-back feature: \$300,000 of Life and Critical Illness is suspended for 6 months. The Remaining Amounts are Life Cover of \$200,000 and Critical Illness of \$200,000.

A Critical Illness claim occurs during the Suspension Period and \$200,000 is paid. Critical Illness insurance ends. Life Cover is reduced to \$0.

At the end of the Suspension Period, Alex has the option to restore his Life Cover to \$300,000, that is the original \$500,000 less \$200,000 paid for Critical Illness. He chooses to only partially restore the Suspended Amount so his Life Cover is now \$250,000 instead of \$300,000.

Once the Buy Back waiting periods are served, Alex can buy back \$200,000 of Life Cover, being the amount paid for Critical Illness. This brings his Life Cover up to \$450,000. He can also buy back the original full value of his Critical Illness, but only to \$450,000, as it cannot exceed the Life Cover.

Example of an Acenda Insurance or a Personal Protection Portfolio policy with Life and Critical Illness with Life Cover Buy Back and Critical Illness Buy Back options.



Contact us

For more information or a quote call us anywhere in Australia on **13 65 25** from 8.30am to 6pm (AEST/AEDT), Monday to Friday (international callers on **+612 9121 6500**) or contact your financial adviser. For hearing impaired customers, please visit accesshub.gov.au/about-the-nrs to contact us via your preferred NRS call channel. For customers requiring interpreting or translation services please call **13 14 50**.

Acenda life insurances are issued by Nippon Life Insurance Australia and New Zealand Limited ABN 90 000 000 402 AFSL 230694, trading as Acenda (the Insurer). The Insurer is a member of the Nippon Life Group.

This information not take into account your objectives, financial situation or needs. Please consider how appropriate this information is, based on your personal circumstances. We recommend you speak with your financial adviser before making any decisions about your insurance.