

Making sure you're well-protected

Changes to Acenda Insurance, Acenda Insurance (Super) and Acenda Insurance (Wrap or SMSF)

Effective from 11 April 2026

We've reviewed Acenda Insurance and Acenda Insurance (Super) and made some changes. Details of the changes are set out below.

Please keep this flyer with your Policy Document. The flyer describes the changes to your policy and should be read in conjunction with the full policy terms. This flyer can be found at acenda.com.au/upgrades. Alternatively, you can call us on **13 65 25** to request a paper or digital copy.

The changes are in two categories:

- **Upgrades** – improvements, and
- **Clarifications** – restructuring, corrections, and rewording of terms to better assist you in understanding the terms that apply.

To see which changes are relevant to you, please refer to your most recent Policy Schedule for the insurance types you have.

These changes apply to future claims only. They won't apply to past or existing claims, or to claims arising from health conditions or events that started or took place before 11 April 2026, the effective date of the changes. Please note: in the unlikely event that any of the upgraded terms disadvantage you, we'll apply the prior term provided that, for a medical definition, the prior definition has not become obsolete (because it is no longer in use or is incapable of being applied in Australian health practice). Please refer to the Guarantee of upgrade as set out in your Policy Document.

The following table summarises the changes being made and types of insurance and products they apply to. Further details about each of these changes appear beneath the table.

Description	Applicable insurance	Products		
		Acenda Insurance	Acenda Insurance (Super)	Acenda Insurance (Wrap or SMSF)
Upgrades				
1. Maximum application ages	Life Cover	✓	✓	✓
	TPD	✓	✓	✓
	Critical Illness	✓		
	<i>Income Assure and Income Assure+</i>	✓	✓	✓
	Business Expenses	✓		
2. Income Replacement Ratio Amount calculation	<i>Income Assure and Income Assure+</i>	✓	✓	✓
3. Conversion from Child Critical Illness insurance to an adult policy	Child Critical Illness	✓		
Clarifications				
4. Cover Bounce-back	All insurances	✓		✓
5. Lump Sum Benefit Option	Income Protection Platinum	✓		

For Acenda Insurance (Super) policies, please note:

- The policy is issued to Equity Trustees Superannuation Limited ABN 50 055 641 757 AFSL 229757, as the Trustee of the Smart Future Trust (the Fund) ABN 68 964 712 340, by the Insurer, and insures you as a member of the Fund.
- Any reference in this document to 'You', 'Your' or the 'Life Insured' is a reference to the Member.

1. Maximum application ages

Upgrade

The maximum application ages (next birthday) for variable age-stepped premiums have increased as follows:

- **Life Cover insurance (outside super):** from 70 to 76 years
- **Life Cover insurance (inside super):** from 70 to 71 years
- **Total and Permanent Disability (TPD) insurance:** from 60 to 61 years
- **Critical Illness insurance:** from 60 to 63 years
- **Income Assure and Income Assure+ insurances:** from 60 to 61 years
- **Business Expenses insurance:** from 60 to 61 years
- **Business Safeguard Option (available with Life Cover, TPD, and Critical Illness insurances):** from 60 to 61 years.

Note: 'next birthday' means the age you will turn on your upcoming birthday, not your current age.

2. Income Protection insurance: Income Replacement Ratio Amount calculation

Upgrade

New policy wording

We have changed the Earnings Before Disability thresholds when calculating the Income Replacement Ratio Amount for *Income Assure* and *Income Assure+*.

The previous calculation was:

- 70% of the first \$240,000 of your Earnings Before Disability
- 50% from \$240,001 to \$480,000
- 20% from \$480,001 (subject to the Maximum Income Protection Benefit of \$30,000).

Your benefit payment on claim is based on the lesser of your monthly benefit shown in your Policy Schedule and your Income Replacement Ratio Amount.

The new calculation will apply if you make a claim, and if you apply to increase your sum insured.

We have also corrected the Percentage with Booster Option for Earnings Before Disability of \$300,001 to \$500,000 from 60% to 70%.

The updated definition of Income Replacement Ratio Amount in the 'Definitions for Income Assure insurance' section is:

Income Replacement Ratio Amount means the amount calculated by:

- multiplying the relevant part of the Life Insured's Earnings Before Disability per annum with the percentage specified in the table below, and
- dividing that amount by 12.

Life Insured's Earnings Before Disability (per annum)	Percentage of Earnings Before Disability
First \$300,000	70%
From \$300,001 to \$500,000	50%
From \$500,001 (subject to the Maximum Income Protection Benefit of \$30,000)*	20%

* This maximum applies to the combination of all the income protection insurance cover in respect of the Life Insured from all sources.

The updated definition of Income Replacement Ratio Amount in the 'Definitions for Income Assure+ insurance' section is:

Income Replacement Ratio Amount means the amount calculated by:

- multiplying the relevant part of the Life Insured's Earnings Before Disability per annum with the percentage specified in the table below, and
- dividing that amount by 12.

Life Insured's Earnings Before Disability (per annum)	Percentage of Earnings Before Disability	Percentage with Booster Option (if applicable)
First \$300,000	70%	90% (for 6 months only)
From \$300,001 to \$500,000	50%	70% (for 6 months only)
From \$500,001 (subject to the Maximum Income Protection Benefit of \$30,000)*	20%	40% (for 6 months only)

* This maximum applies to the combination of all the income protection insurance cover in respect of the Life Insured from all sources.

3. Child Critical Illness insurance: Conversion to an adult policy

Upgrade	New policy wording
<p>The timeframe for converting Child Critical Illness insurance to an adult policy without medical evidence has been extended by one year until the Review Date after the Child's 21st birthday.</p>	<p>The 'Conversion to an Adult Policy' section under Child Critical Illness insurance is replaced with the following policy wording:</p> <p>Conversion to an Adult Policy</p> <p>After the Review Date after the Child Life Insured's 18th birthday, and before the Review Date after the Child Life Insured's 21st birthday, the Child Life Insured may elect to apply for our then current adult Life Cover insurance and Critical Illness (Extension to Life Cover) insurance for the same Benefit without the requirement to provide medical evidence. The policy issued will be on the then current policy terms and premiums will be calculated at the then current rates.</p>

4. All insurances: Cover Bounce-back terms

Clarification	New policy wording
<p>Available for Acenda Insurance and Acenda Insurance (Wrap or SMSF), with variable age-stepped premiums only.</p> <p>We have amended the terms of Cover Bounce-back. The changes explain what happens when exercising this feature and if you make a claim during the Suspension Period.</p>	<p>In the 'General terms' section under 'Cover Bounce-back', the second last bullet point of 'Conditions of the Cover Bounce-back feature' is updated to:</p> <ul style="list-style-type: none"> • If You exercise this feature, You may have to reduce the sum insured on any Extension or Connection insurance to ensure that the combined amount of Extension or Connection insurances do not exceed the Remaining Amount of the insurance benefit to which they're attached. All terms for this feature shall also apply to the reduced Extension or Connection insurance. <p>In the 'General terms' section under 'Cover Bounce-back', the section 'If You make a claim during the Suspension Period' is replaced with:</p> <p>If You make a claim during the Suspension Period:</p> <ul style="list-style-type: none"> • Subject to these Cover Bounce-back terms, the terms of Your insurance continue to apply during the Suspension Period. • 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. Any insurance that is an Extension or Connection to the terminated insurance will also terminate. • If You claim on an Extension or Connection insurance which is subject of these Cover Bounce-back terms, and the benefit paid reduces the insurance to which it is attached to nil, then that insurance (the insurance to which the Extension or Connection insurance is attached) will also terminate. That insurance will then be reinstated for the purposes of restoring cover under these Cover Bounce-back terms as necessary. • If a Buy Back option applies to Your insurance, Your insurance will be restored to the amount of insurance prior to the Suspension Period, provided You restore the full Suspended Amount at the end of the Suspension Period.

5. Income Protection Platinum: Lump Sum Benefit Option

Clarification	New policy wording
<p>We have made clarification and restructuring changes to the Totally and Permanently Disabled and Total and Permanent Disability definition within the Lump Sum Benefit Option.</p>	<p>The updated definition in the 'Definitions for the Lump Sum Benefit Option' section is:</p> <p>Totally and Permanently Disabled and Total and Permanent Disability</p> <p>For the purposes of the Lump Sum Benefit Option, the Life Insured qualifies as Totally and Permanently Disabled if, as a result of Sickness or Injury, they satisfy the criteria in paragraphs (a), (b) or (c):</p> <p>For all Occupation Groups except Group B</p> <p>(a)</p> <ul style="list-style-type: none"> • for a continuous 3 month period, they have not been working for Earnings, payment or profit and they have been completely unable to work at their own occupation; and • at the end of that continuous 3 month period, they are disabled to such an extent that they are unlikely ever again to be able to work at their own occupation, <p>or</p> <p>(b) they suffer at least 25% permanent Whole Person Impairment, and as a result of this impairment:</p> <ul style="list-style-type: none"> • they are disabled to such an extent that they are completely unable to work at their own occupation and are unlikely ever again to be able to do so; and • they are not working for Earnings, payment or profit, <p>or</p>

5. Income Protection Platinum: Lump Sum Benefit Option (continued)

Clarification	New policy wording
	<p>(c) they have suffered from the total and irrecoverable loss of:</p> <ul style="list-style-type: none"> • the use of both hands; • the use of both feet; • the sight in both eyes; • the use of one hand and one foot; • the use of one foot and the sight in one eye; or • the use of one hand and the sight in one eye. <p>For the purpose of paragraphs (a) and (b), 'unlikely ever again' includes having regard to, but is not limited to, the prospect of improvement after treatment or rehabilitation recommended by a Doctor and which the Life Insured could reasonably be expected to undertake.</p> <p>For Occupation Group B</p> <p>(a)</p> <ul style="list-style-type: none"> • for a continuous 3 month period, they have not been working for Earnings, payment or profit and they have been completely unable to work at any occupation they are reasonably suited to by way of education, training or experience; and • at the end of that continuous 3 month period, they are disabled to such an extent that they are unlikely ever again to be able to work at any occupation they are reasonably suited to by way of education, training or experience, <p>or</p> <p>(b) they suffer at least 25% permanent Whole Person Impairment, and as a result of this impairment:</p> <ul style="list-style-type: none"> • they are disabled to such an extent that they are completely unable to work at their usual occupation or any other occupation they are reasonably suited to by way of education, training or experience, and are unlikely ever again to be able to do so; and • they are not working for Earnings, payment or profit; <p>or</p> <p>(c) they have suffered from the total and irrecoverable loss of:</p> <ul style="list-style-type: none"> • the use of both hands; • the use of both feet; • the sight in both eyes; • the use of one hand and one foot; • the use of one foot and the sight in one eye; or • the use of one hand and the sight in one eye. <p>For the purpose of paragraphs (a) and (b), 'unlikely ever again' includes having regard to, but is not limited to, the prospect of improvement after treatment or rehabilitation recommended by a Doctor and which the Life Insured could reasonably be expected to undertake.</p>

We're here to help

If you have any questions, please speak with your financial adviser or call us on **13 65 25** between 8.30am and 6pm (AEST/AEDT), Monday to Friday, or visit **acenda.com.au**

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