

What is happening?

We are making the Total and Permanent Disability Benefit optional on our monthly disability covers and releasing some minor policy enhancements on Saturday 15th March 2025. We are also putting through an increase to Medical pricing on Tuesday 22nd April 2025.

What is happening to the existing Total and Permanent Disability (TPD) Benefit on monthly disability covers?

From 15th March 2025 the built-in TPD Benefit will become a TPD Option. Clients can opt out of these (previously) built-in benefits, in exchange for a reduced premium payable for that cover.

This change applies to Mortgage Repayment Cover, Household Expenses Covers and Income Cover - Agreed Value, Agreed Loss of Earnings and Indemnity Loss of Earnings.

How will the TPD Option affect existing Clients' policies?

For any policy alterations processed after the effective date, the TPD Option will appear on the client's Policy Schedule. If a client wants to opt out of TPD at any time from the effective date, they may do so by requesting this as an alteration to the policy – standard criteria (email or verbal confirmation from all policy owners) applies to request such policy alterations.

If clients have previously claimed on their TPD Benefit, then the TPD Option will be deselected from the effective date. If the TPD Option is deselected, the TPD Booster Option will also be deselected.

What will this look like in the Partners Life quote software?

By default, the TPD Option will be selected. If your client does not want the TPD Option you will need to deselect it here. You cannot select the TPD Booster Option if you have not selected the TPD Option.

PPP Income Cover		1 year(s) then 1 year(s)		\$0.00
Sum insured required				
Indexation CPI%	Cover term Age 65	Payment term Age 65	Wait period * 4 Weeks	Inc Cover Type *
Financials *	Kiwisaver	<input type="checkbox"/> Dep Caregiver	<input type="checkbox"/> Booster Benefit	<input type="checkbox"/> TPD Booster Ben
<input type="checkbox"/> Wait Period Rdn	<input type="checkbox"/> Pay Term Rstrn	<input type="checkbox"/> Specific Injury	<input type="checkbox"/> Critical Illnes	<input checked="" type="checkbox"/> Opt TPD Benefit

What will this look like in a client's policy schedule?

Much the same way it appears in the quote, the TPD Option will appear as "Yes" if selected or "No" if deselected.

How will this be communicated to existing clients who have this cover?

An explanation that the TPD Benefit is now a TPD Option will appear in their Anniversary Letter on their next anniversary following the effective date of this change.

What happens to the monthly disability cover premium when the TPD Option is deselected?

In general, clients will receive a reduction in premium relating to the affected cover.

Can TPD be added back after your client has claimed on their TPD?

No, TPD is only payable once per Protection Benefit, per life assured.

What happens if the TPD Option is removed within the claw-back period?

If the removal of the TPD Option results in a decrease to the premium payable, then the same commissionable terms apply for the change in premium as they would for any other alteration.

If a policy is issued without the TPD Option, will commission be payable if it is added on at a later date?

Yes, the same commissionable terms apply for the TPD Option as they would do for any other option that increases the premium payable.

If an existing client wishes to remove their TPD Option, what is required?

If your client would prefer to opt out you can do this by deselecting the TPD Option, without any further underwriting assessment. To do this, we require verbal or email confirmation from all policy owners.

What are the underwriting requirements if a client wishes to add TPD later?

To add the TPD Option, a Declaration of Continued Good Health is required if the last full application form on file was signed within 12 months of the request, otherwise, a full application is required. This request can be done quickly by applying to add the cover through QFA. Alternatively, an application form, signed by the life assured and all policy owners can be sent through to our Operations Team for assessment.

What happens if a claim is retrospectively lodged for TPD within their monthly disability covers, but the client had already deselected the TPD Option?

If a claimable event occurred either before the introduction of the TPD Option, or while this option was selected, a claim would be considered based on the cover that was in force at the time of the event.

Can a client have the TPD Option selected or deselected across multiple instances of monthly disability covers or across different covers across multiple policies?

Yes, just as we currently allow different combinations of eligible options across multiple covers.

What other Product changes are happening?

From 15th March 2025 we are making some other changes:

- The Out of Hospital Cardiac Arrest wording on Trauma and Moderate Trauma Covers is being updated to remove obsolete evidentiary requirements and replace these with reasonable evidenced scans or tests, and
- Trauma wordings (Trauma, Moderate and Severe) have been updated to let clients know that we will notify them when they can exercise their Life Cover or Deferred Trauma Cover buy-back options.

What is the new Out of Hospital Cardiac arrest wording?

The new wording is as follows:

Out of Hospital Cardiac Arrest

Means cardiac arrest that occurs out of Hospital, is not associated with any medical procedure, is a result of cardiac asystole or ventricular fibrillation and is documented by:

- an electrocardiogram, or any other Diagnostic test; or
- other evidence which unequivocally confirms a cardiac arrest, including but not limited to:
 - Automated External Defibrillator (AED) or ambulance or hospital medical records; or
 - documented administration of cardiopulmonary resuscitation (CPR) provided by an attending ambulance officer or hospital clinical staff.

How will this affect existing clients' policies?

The new wordings will apply from 15th March 2025. These beneficial enhancements to our policy wordings are automatically applied to existing in-force policies under the Guaranteed Upgrade of Future Benefits feature. We do this to ensure that your clients can get the advantages of our ever-improving covered benefits.

What are the changes to Private Medical Cover premiums?

At Partners Life, we regularly review our Private Medical Cover premiums to ensure clients continue to benefit from the first-class protection we offer. Over the past year, the volume and cost of medical claims has increased. This includes the impact of rising costs in general, and particularly, in the medical sector.


To appropriately reflect these heightened costs, the premium rates for Private Medical Cover including Specialists and Tests Option, will increase by 18% from 22nd April 2025. At the same time, the policy fee will increase from \$58.08 to \$64.13 per annum. This is the first policy fee increase in 5 years.

Why are we increasing the premium and the policy fee?


The increased medical cover premiums are required to reflect the rising cost of medical claims being paid. The increase to the policy fee is to reflect general CPI inflation since this last changed.

What will this look like in the Partners Life quote software?

From 1st April you will have the option to quote using the existing rates or the new rates, but rates will be defaulted to existing rates

 Medical rates change on this product on 22/04/2025. Check this box ON to generate a quote using the new rates.

From 8th April you will have the option to quote using the existing rates or the new rates, but rates will be defaulted to new rates

 Medical rates change on this product on 22/04/2025. Check this box ON to generate a quote using the new rates.

From 22nd April 2025 the Quote System will automatically use the new rates

All Private Medical Cover issued with a first premium due date on or after 22nd April 2025 will be processed on the new rates.

How will this be communicated to existing customers who have this cover?

The premium increase will take effect on their next policy anniversary on or after 22nd April 2025, as reflected in the client's anniversary letter advising of the new premiums payable.

The total change in premium payable from the prior year is calculated based on age-related premium changes, inflation adjustments to benefits, underlying premium rate changes, loyalty premium reductions and policy fee changes.