



Significant event notice

20 May 2021

PSSap lifePLUS auto insurance is changing on 1 July 2021

Tell me quickly

What's the change? Death, Total and Permanent Disability (TPD) and Income Protection insurance premiums will increase from 1 July 2021. At the same time, we're introducing a 'life stage' insurance design to Income Protection cover, so that your cover better reflects your needs and to stabilise long-term insurance costs.

What's life stage? It's a model that provides most customers with more Income Protection cover when they need it, and less when they don't—and it's based on age groups. This model aligns the cost of cover with age groups that are statistically more likely to claim.

What do I need to do? If you hold Income Protection cover and don't want to change to the 'life stage' insurance design, you must tell us (in writing or online) before **25 June 2021**. If you hold Death and TPD cover only, you don't need to do anything.

What happens if I have an active claim? These changes don't affect your current claim, and nothing will change until you return to work or your benefit payment period ends—whichever happens first. After that, the changes outlined in this notice apply to you.

Take control. Download our [Insurance and your PSSap super booklet](#) from csc.gov.au/pssap to get to know your cover.

Why are costs changing?

We regularly review our insurance offering with AIA Australia Limited, our insurance partner. The review includes how appropriate and competitive your cover is, what you've paid for cover and how much we've paid in claims. Our recent review revealed an increase in successful claims since 2018, so lifePLUS premiums need to align with the increasing cost of providing cover.

By changing Income Protection to a life-stage design, even though the cost of premiums is going up overall, your specific cover costs could go up or down—depending on your age group and the cover types you hold.

Why is Income Protection cover changing?

Right now, if you're a CSC customer with PSSap lifePLUS auto Income Protection cover, your waiting period and benefit payment period are the same, no matter how old you are. Yet in reality, your insurance needs are likely to change at different stages of your working life.

So, to keep providing the right level of cover at an appropriate cost, from 1 July 2021 lifePLUS cover will change to a new life stage design that caters to three age-groups: 14y9m–34 | 35–54 | 55+

The table below compares your current cover with the new life stage Income Protection waiting periods and benefit payment periods.

	14y9m–34*	35–54*	55+*
Your current Income Protection cover, to 30 June 2021	<ul style="list-style-type: none"> 5 year benefit payment period 60 day waiting period 	<ul style="list-style-type: none"> 5 year benefit payment period 60 day waiting period 	<ul style="list-style-type: none"> 5 year benefit payment period 60 day waiting period
Your new life-stage Income Protection cover, from 1 July 2021	<ul style="list-style-type: none"> 2 year benefit payment period 90 day waiting period 	<ul style="list-style-type: none"> 5 year benefit payment period 90 day waiting period 	<ul style="list-style-type: none"> 2 year benefit payment period 90 day waiting period

*Excluding customers who are exempt under the *Putting Members' Interests First Bill*.



How will the change affect me?

Income protection

From 1 July 2021, Income Protection insurance premiums will increase by up to 12.1%. But that's not the whole story. The amount you pay for each \$100 of cover you hold is worked out on:

your age last birthday	+	your sum insured (annual income)	+	your benefit payment period	+	your waiting period
---------------------------	---	-------------------------------------	---	--------------------------------	---	------------------------

This means, if you accept the change to the new cover design, your annual cost of cover will:

- reduce if you're in an age group with a 2 year benefit payment period and a 90 day waiting period
- increase if you're in an age group with a 5 year benefit payment period and a 90 day waiting period.

Death and TPD

From 1 July 2021, your Death and TPD insurance premiums will increase by between 11.2% and 12.9% depending on your age. The amount you pay for each \$1 000 of cover you hold is based on your age at your last birthday and how much you're insured for.

What are the figures?

In early July 2021, we'll confirm your new insurance cover and annual premium in writing. In the meantime, visit csc.gov.au/senins21 for an overview of how cover changes will affect you and the annual premiums you pay.

We've also included the new premium rates at the end of this notice.

What you can do

Your choices	You'll need to	What happen then?
Accept the 1 July 2021 Income Protection changes	Do nothing.	<p>If you have Income Protection cover, you'll move to the life stage insurance design from 1 July 2021.</p> <p>Your waiting period and benefit payment period will line up with the new design and we'll calculate your monthly premium deduction using the new rates tables.</p> <p>Your Death and TPD premiums will also change automatically on 1 July 2021 and we'll calculate your monthly premium using the new rates tables.</p> <p>In July 2021, we'll confirm your new cover and the premiums that will be deducted from your PSSap account.</p>
Don't accept the 1 July 2021 Income Protection changes	<p>Before 25 June 2021, let us know you don't want to move to the new life stage Income Protection insurance design in one of these ways:</p> <ul style="list-style-type: none"> • Letter recipients: Complete and return the tear-off slip in the letter we've sent you. • Email recipients: Click the Keep my current level of IP cover button in the email and follow the prompts. 	<p>From 1 July 2021, your insurance cover will change from lifePLUS auto to lifePLUS choice.</p> <p>You'll keep the same Income Protection waiting period and benefit payment period as you have now.</p> <p>You'll need to keep your salary updated and notify us of any changes as they occur. (Your employer is responsible for giving us this information when you have lifePLUS auto cover, but the responsibility shifts to you when you move to lifePLUS choice.)</p> <p>Up to the end of June you'll pay the current insurance premiums, and from 1 July 2021 you'll pay new insurance premiums for Death, TPD and Income Protection cover.</p> <p>In July 2021, we'll confirm your new cover and the premiums that will be deducted from your account.</p>

What you can do (continued)

Your choices	You'll need to	What happen then?
Change your current cover, up or down	<p>Log in to your account at csc.gov.au/log-in and use our online LIFEapp tool to change your cover.</p> <p>Or complete an insurance Application and variation form at csc.gov.au/forms and return it to us.</p>	<p>Your insurance cover will change from lifePLUS auto to lifePLUS choice, and you'll get the sum insured, waiting period and benefit payment period you choose. The change is effective:</p> <ul style="list-style-type: none">from the date the insurer accepts your application (for increases to cover or benefit payment periods, or decreases to waiting periods), orfrom the day after we process your request (for decreases to cover or benefit payment periods, or increases to waiting periods). <p>Up to 30 June 2021, you'll pay the current insurance premiums for your revised cover, and from 1 July 2021 you'll pay the new insurance premiums.</p> <p>We'll confirm your new cover when the insurer accepts your application.</p>
Cancel some or all of your current cover	<p>Contact us or complete the Cancellation of cover form at csc.gov.au/forms.</p>	<p>The cover type you cancel and the premiums being deducted from your account for that cover type will stop the day after we process your request.</p> <p>Keep in mind, if you want cover again in the future for the cover type you cancel, you'll need to go through the full insurance application process.</p>

More information

What's not changing

- The amount of monthly Income Protection cover provided (stays at a maximum of \$15 000 per month).
- Your default amount of age-based cover for death and TPD.
- The yearly insurance administration fee.
- Our commitment to getting you the right outcome if you claim.
- Access to a dedicated case manager, to help you through the process if you need to claim.
- Having access to a large and experienced team of rehabilitation professionals in Australia—if you're sick or injured, it's their job to help you get back to yours.

If your next birthday changes your insurance age group

If your next birthday falls on or after 1 July 2021 and you reach a life-stage milestone (i.e. you turn 35 or 55), your cover will automatically align to the benefit that applies to your new age group. We'll send you a confirmation to let you know your cover has changed.

Not sure about the cover you need?

Why not talk to a financial adviser? As a CSC customer with a PSSap account, you can get simple advice on common questions from our authorised financial planners¹ for no extra cost. Call **1300 277 777** to book an appointment.

Get in touch

If there is anything we can help you with or you have questions about your cover, just email members@pssap.com.au or call **1300 725 171**. We'd be pleased to help you through this change.

i Definitions

Benefit payment period—the maximum length of time you'll receive monthly Income Protection payments and contributions to your super account from the insurer for any one period of total or partial disability.

Waiting period—the amount of time you have to wait before insurance benefit payments start.

Premiums—amounts you'll pay for each:

- \$100 of Income Protection cover you hold, which is based on your age, your sum insured, your benefit payment period and your waiting period
- \$1 000 of Death and TPD cover you hold for, which is based on your age and your sum insured.

Income—if you're a permanent employee, this is the salary your employer reports to us that we use to calculate monthly premium costs and benefit payments if you claim. If you are a casual employee, you must keep your salary up to date by completing an insurance [Application and variation form](#) at csc.gov.au/forms and returning it to us.

For full definitions, see [Insurance and your PSSap super booklet](#) available from csc.gov.au/pssap.

¹ Our authorised financial planners are authorised to provide advice by Guideway Financial Services (ABN 46 156 498 538, AFSL 420367). Guideway is a licensed financial services business providing CSC financial planners with support to provide members with specialist advice, education and strategies.

Income Protection premiums, effective 1 July 2021

Income Protection premiums shown below are the annual rates charged for each \$100 of insurance cover you have.

By age, waiting period and benefit payment period

Age last birthday	lifePLUS auto (your default cover)		lifePLUS choice (if you change your cover)							
	Benefit period 2 years	Benefit period 5 years	Benefit period 2 years				Benefit period 5 years			
			Waiting period				Waiting period			
	90 days	90 days	30 days	60 days	90 days	180 days	30 days	60 days	90 days	180 days
14	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
15	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
16	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
17	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
18	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
19	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
20	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
21	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
22	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
23	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
24	2.10		4.67	2.43	2.10	1.87	6.88	3.40	3.06	2.71
25	2.05		4.55	2.36	2.05	1.83	6.72	3.31	2.98	2.66
26	2.02		4.57	2.31	2.02	1.79	6.72	3.24	2.92	2.61
27	2.02		4.59	2.31	2.02	1.79	6.76	3.24	2.92	2.61
28	2.02		4.63	2.31	2.02	1.79	6.80	3.24	2.92	2.61
29	2.07		4.77	2.39	2.07	1.85	7.04	3.35	3.01	2.67
30	2.10		4.91	2.43	2.10	1.87	7.22	3.40	3.06	2.71
31	2.21		5.13	2.54	2.21	1.94	7.54	3.55	3.20	2.84
32	2.29		5.37	2.62	2.29	2.04	7.88	3.69	3.32	2.95
33	2.41		5.63	2.77	2.41	2.14	8.29	3.89	3.51	3.12
34	2.54		5.94	2.92	2.54	2.25	8.73	4.08	3.69	3.27
35		3.93	6.34	3.13	2.70	2.41	9.33	4.36	3.93	3.51
36		4.24	6.76	3.35	2.90	2.60	9.95	4.70	4.24	3.77
37		4.57	7.28	3.62	3.15	2.81	10.71	5.08	4.57	4.07
38		4.94	7.84	3.92	3.41	3.04	11.53	5.50	4.94	4.40
39		5.39	8.47	4.28	3.71	3.31	12.48	5.98	5.39	4.81
40		5.94	9.22	4.71	4.09	3.65	13.57	6.59	5.94	5.30
41		6.57	10.05	5.20	4.52	4.02	14.80	7.28	6.57	5.85
42		7.23	10.96	5.75	5.00	4.45	16.12	8.05	7.23	6.44
43		8.05	12.02	6.38	5.54	4.92	17.67	8.92	8.05	7.15
44		8.92	13.17	7.08	6.15	5.47	19.36	9.92	8.92	7.96
45		9.96	14.43	7.89	6.85	6.13	21.23	11.06	9.96	8.89
46		11.21	15.90	8.87	7.72	6.85	23.40	12.43	11.21	9.96
47		12.54	17.50	9.93	8.64	7.68	25.76	13.92	12.54	11.14
48		14.10	19.31	11.15	9.72	8.64	28.38	15.64	14.10	12.54
49		15.82	21.25	12.54	10.90	9.72	31.25	17.57	15.82	14.10
50		17.81	23.43	14.10	12.26	10.91	34.47	19.74	17.81	15.86
51		20.01	25.92	15.86	13.78	12.27	38.12	22.22	20.01	17.82

Income Protection premiums, effective 1 July 2021 (continued)

Income Protection premiums shown below are the annual rates charged for each \$100 of insurance cover you have.

By age, waiting period and benefit payment period

Age last birthday	lifePLUS auto (your default cover)		lifePLUS choice (if you change your cover)							
	Benefit period 2 years	Benefit period 5 years	Benefit period 2 years				Benefit period 5 years			
	Waiting period 90 days	Waiting period 90 days	Waiting period 30 days		Waiting period 60 days		Waiting period 90 days		Waiting period 180 days	
			30 days	60 days	90 days	180 days	30 days	60 days	90 days	180 days
52		22.55	28.60	17.86	15.53	13.81	42.08	25.02	22.55	20.06
53		25.38	31.56	20.10	17.48	15.58	46.42	28.17	25.38	22.61
54		28.40	34.74	22.49	19.55	17.42	51.11	31.52	28.40	25.29
55	22.00		38.42	25.29	22.00	19.55	56.55	35.44	31.94	28.40
56	24.70		42.46	28.41	24.70	21.97	62.47	39.81	35.88	31.91
57	27.69		46.99	31.85	27.69	24.65	69.15	44.63	40.21	35.79
58	31.07		52.03	35.73	31.07	27.66	76.56	50.08	45.11	40.16
59	34.82		57.68	40.05	34.82	30.99	84.86	56.11	50.56	44.99
60	38.96		63.95	44.80	38.96	34.66	94.10	62.79	56.57	50.34
61	43.50		70.95	50.03	43.50	38.73	104.39	70.11	63.17	56.22
62	48.21		95.92	55.43	48.21	42.92	141.13	77.69	69.99	62.31
63	53.85		104.36	61.92	53.85	47.95	159.08	86.08	77.55	69.04
64	60.15		113.52	69.18	60.15	53.56	176.28	95.37	85.92	76.51
65	48.63		99.76	55.92	48.63	43.29	101.42	56.83	49.43	43.99
66	15.80		43.95	18.18	15.80	14.06	44.68	18.47	16.05	14.30



Death and TPD premiums, effective 1 July 2021

Death and TPD premiums shown below are the annual rates charged for each \$1 000 of cover you have.

By age and insurance type

Age last birthday	Amount insured by age		Rates per \$1 000 of cover	
	Death	TPD	Death	TPD
14	\$150,000	\$75,000	0.80	0.08
15	\$150,000	\$75,000	0.80	0.08
16	\$150,000	\$75,000	0.83	0.04
17	\$150,000	\$75,000	0.83	0.04
18	\$150,000	\$75,000	0.85	0.01
19	\$150,000	\$75,000	0.83	0.04
20	\$150,000	\$75,000	0.83	0.04
21	\$150,000	\$75,000	0.82	0.06
22	\$150,000	\$75,000	0.82	0.06
23	\$150,000	\$75,000	0.77	0.13
24	\$200,000	\$100,000	0.75	0.15
25	\$200,000	\$100,000	0.74	0.17
26	\$250,000	\$125,000	0.70	0.22
27	\$275,000	\$137,500	0.68	0.24
28	\$300,000	\$150,000	0.68	0.24
29	\$325,000	\$162,500	0.68	0.33
30	\$325,000	\$162,500	0.67	0.36
31	\$325,000	\$162,500	0.67	0.39
32	\$325,000	\$162,500	0.67	0.46
33	\$325,000	\$162,500	0.68	0.54
34	\$325,000	\$162,500	0.72	0.58
35	\$325,000	\$162,500	0.74	0.63
36	\$325,000	\$162,500	0.77	0.72
37	\$325,000	\$162,500	0.82	0.80
38	\$325,000	\$162,500	0.87	0.91
39	\$325,000	\$162,500	0.93	1.00
40	\$325,000	\$162,500	1.00	1.09
41	\$325,000	\$162,500	1.09	1.21

Age last birthday	Amount insured by age		Rates per \$1 000 of cover	
	Death	TPD	Death	TPD
42	\$325,000	\$162,500	1.14	1.37
43	\$325,000	\$162,500	1.24	1.58
44	\$325,000	\$162,500	1.38	1.76
45	\$325,000	\$162,500	1.49	2.02
46	\$300,000	\$150,000	1.63	2.32
47	\$300,000	\$150,000	1.77	2.69
48	\$250,000	\$125,000	1.91	3.06
49	\$250,000	\$125,000	2.06	3.45
50	\$200,000	\$100,000	2.23	3.92
51	\$200,000	\$100,000	2.40	4.45
52	\$200,000	\$100,000	2.60	5.04
53	\$150,000	\$75,000	2.77	5.65
54	\$150,000	\$75,000	2.97	6.34
55	\$100,000	\$50,000	3.19	7.08
56	\$100,000	\$50,000	3.43	7.91
57	\$90,000	\$45,000	3.65	8.88
58	\$75,000	\$37,500	4.00	9.55
59	\$70,000	\$35,000	4.36	10.28
60	\$50,000	\$25,000	4.75	11.09
61	\$40,000	\$20,000	5.21	11.91
62	\$25,000	\$12,500	5.65	12.87
63	\$20,000	\$10,000	6.14	14.15
64	\$20,000	\$10,000	7.67	14.34
65	\$20,000	\$10,000	12.07	10.01
66	\$20,000	\$10,000	12.19	12.42
67	\$20,000	\$10,000	12.64	14.61
68	\$20,000	\$10,000	12.87	17.36
69	\$20,000	\$10,000	13.25	20.20



Email
members@pssap.com.au



Phone
1300 725 171



Financial Advice
1300 277 777



Post PSSap
Locked Bag 9300
Wollongong NSW 2500



Web
csc.gov.au



Overseas Callers
+61 2 4209 5403



Fax
1300 364 144

Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the PSSap Product Disclosure Statement and consider its contents before making any decision regarding your super.