



What are the Canstar Direct Life Insurance Star Ratings?

Canstar Direct Life Insurance Star Ratings use a sophisticated and unique ratings methodology that compares both cost and features across direct life insurance products. Canstar star ratings represent a shortlist of products, enabling consumers to narrow their search to products that have been assessed and ranked. Ratings range from five to one star.

What types of products are evaluated?

To be eligible for evaluation in Canstar’s Direct Life Insurance Star Ratings, a direct life insurance product must:

- Provide cover for sickness and accident (i.e. it is not accident-only cover)
- Not be restricted solely to members of a specific organisation
- be available directly to the consumer without an intermediary (e.g. a financial planner)
- have quotes available:
 - Online, from rates in the Product Disclosure Statement, or via information the provider supplies to Canstar directly
 - at all coverage amounts considered for comparison purposes
 - to Canstar without the need for a medical.
- Product must have been available for 12 months at the time of rating.

How are the Star Ratings calculated?

Direct life insurance products included in the Canstar Direct Life Insurance Star Rating are assessed across 20 consumer profiles based on age group, gender and smoking status with a star rating assigned for each profile.

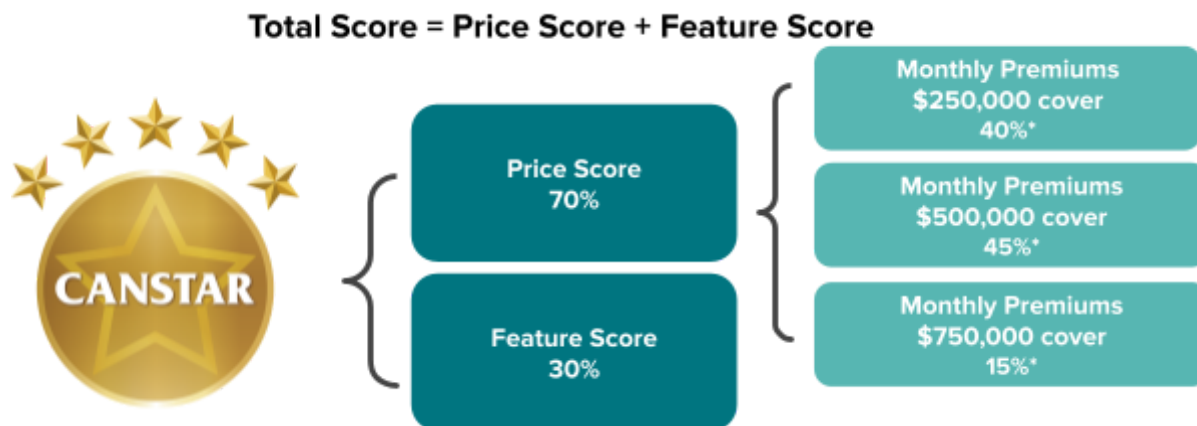
The profiles considered are as follows:

Age Group	Gender	Smoking Status
Twenties (20-29 years)	Male & Female	Smoker & Non-Smoker*
Thirties (30-39 years)		
Forties (40-49 years)		
Early Fifties (50-54 years)		
Late Fifties (55-59 years)		

*A non-smoker is defined as a person who has not smoked, used an E-cigarette or any other similar product for at least the last 12 months

Each eligible Direct Life Insurance product reviewed for the Canstar Direct Life Insurance Star Ratings is awarded points for its comparative pricing and for the array of features attached to the product. Points are aggregated to achieve a price score and a feature score.

To arrive at the total score, Canstar applies a weight against the price score and the feature score. The weights reflect the relative importance of costs and features in determining the products value offering. This method can be summarised as follows:



*For the Early and Late Fifties profiles a weight of 50% is allocated towards \$250,000 and \$500,000 cover amounts, and a weight of 0% for the \$750,000 cover amount.

Price Score

The price score is calculated by collecting monthly premiums for each of the 20 profiles, with quotes based on three levels of cover:

- \$250k (low sum insured amount)
- \$500k (medium sum insured amount)
- \$750k (high sum insured amount).

Quotes are obtained for every age from 20 to 59, each gender, smoker and non-smoker, across three coverage amounts.

Products are compared to each other, with the lowest cost product awarded the highest price score. All other products are awarded a score based on their relative cost against the lowest cost policy.

Feature Score

The feature score takes into account a number of features within six different categories, with individual features allocated points and each category, and subcategory, assigned a weighting. The product with the highest feature score is allocated the maximum score, with all remaining products within the profile scored against it.

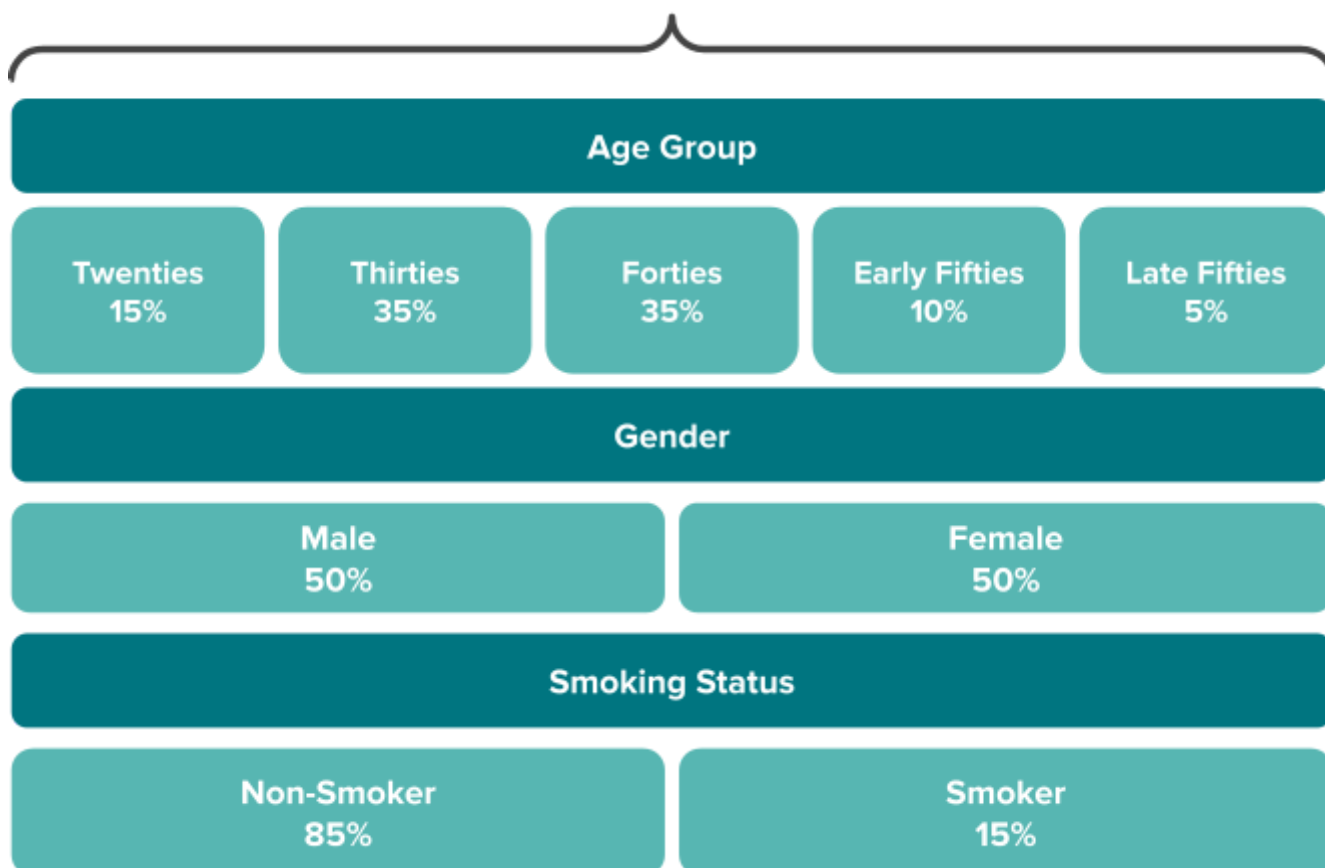
The features categories and subcategories, with assigned weights, are:

Category	Weight
Opening	20%
Application	45%
Indexation	10%
Interim Cover	10%
Sum Insured	35%
Payment	10%
Options	65%
Channels	35%
Cover	55%
General Exclusions	35%
Pre-Existing Conditions	20%
Terminal Illness	10%
Funeral Benefit	10%
Riders (Trauma & TPD)	5%
Guaranteed Future Insurability	5%
Other Inclusions	15%
Claims	5%
Support	5%
Closing	5%

How is the Outstanding Value Direct Life Insurance Award Calculated?

Canstar awards an Outstanding Value Direct Life Insurance award to the provider or providers who offer outstanding value based on their cumulative score and star ratings performance across all 20 direct life insurance profiles.

The weight placed on each component within the profiles is shown below, and represents the relative importance of each in determining the outstanding direct life insurance providers.



How often are products reviewed for Star Ratings and award purposes?

Ratings and awards are recalculated annually based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazine, television, websites, etc.).

Does Canstar rate all products available in the market?

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth and insurance products listed below. These Star Ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the Star Ratings as a guide to product excellence. The use of similar Star Ratings logos also builds consumer recognition of quality products across all categories.

Please access the Canstar website at www.canstar.com.au if you would like to view the latest Star Ratings reports of interest.

- Account based pensions
- Business life insurance
- Deposit accounts
- Health insurance
- Landlord insurance
- Margin lending
- Reward programs
- Travel insurance
- Agribusiness
- Car insurance
- Direct life insurance
- Home & contents
- Life insurance
- Online banking
- Personal loans
- Superannuation
- Travel money cards
- Business banking
- Credit cards
- First home buyer
- Home loans
- Managed investments
- Online share trading
- Pet insurance
- Term deposits



COMPLIANCE DISCLOSURE and LIABILITY DISCLAIMER

To the extent that the information in this report constitutes general advice, this advice has been prepared by Canstar Research Pty Ltd A.C.N. 114 422 909 Australian Financial Services Licence ("AFSL") and Australian Credit Licence number ("ACL") 437917 ("Canstar"). The information has been prepared without taking into account your individual investment objectives, financial circumstances or needs. Before you decide whether or not to acquire a particular financial product you should assess whether it is appropriate for you in the light of your own personal circumstances, having regard to your own objectives, financial situation and needs. You may wish to obtain financial advice from a suitably qualified adviser before making any decision to acquire a financial product. Canstar provides information about credit products. It is not a credit provider and in giving you information it is not making any suggestion or recommendation to you about a particular credit product. Please refer to Canstar's FSG for more information.

The information in this report must not be copied or otherwise reproduced, repackaged, further transmitted, transferred, disseminated, redistributed or resold, or stored for subsequent use for any purpose, in whole or in part, in any form or manner or by means whatsoever, by any person without Canstar's prior written consent. All information obtained by Canstar from external sources is believed to be accurate and reliable. Under no circumstances shall Canstar have any liability to any person or entity due to error (negligence or otherwise) or other circumstances or contingency within or outside the control of Canstar or any of its directors, officers, employees or agents in connection with the procurement, collection, compilation, analysis, interpretation, communication, publication, or delivery of any such information.

The ratings and awards results do not include all providers and may not compare all features relevant to you. The rating or award is only one factor to take into account when considering these products. Canstar acknowledges that past performance is not a reliable indicator of future performance.

The word "CANSTAR", the gold star in a circle logo (with or without surmounting stars), "Be Canstar Sure", the word "WEALTHBRICKS" and versions of the foregoing are trademarks or registered trademarks of Canstar Pty Ltd A.C.N. 053 646 165. Reference to third party products, services or other information by trade name, trademark or otherwise does not constitute or imply endorsement, sponsorship or recommendation of Canstar by the respective trademark owner.

Copyright 2021 Canstar Research Pty Ltd A.C.N. 114 422 909.