Your premium rates are increasing

Our guide for explaining why

Like all life insurers, we regularly review premium rates to check they reflect the cost of claims we pay out. In recent years, the number of Income Protection (IP) and Total and Permanent Disability (TPD) claims have continued to rise across the life insurance industry.

Accordingly, we've made the decision to increase premium rates to address this. Increasing your premium rates is never a decision we make lightly, but it is necessary at times to ensure we're able to continue paying claims in the future.

This guide explains why this increase is needed, and some options to help you manage the costs of your cover.

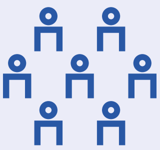
1 How life insurance works

Life insurance is a pool of funds.

When you take out life insurance, you're joining a group of people who have chosen to protect themselves and their families. You likely don't know each other, but you all contribute to a pool of funds that anyone can draw from if needed.

At Resolution Life Australasia, our role is to make sure this pool always has enough in it to cover claims we expect over time – and we do this according to the following principles:

- Everyone contributes fairly to the pool, as assessed on their health risks through underwriting.
- Everyone has the same opportunity to draw from the pool if they need to.



Some people may never have to draw from the pool. Others might draw from it more than once. But everyone benefits from knowing it's there – **reliably full and built to last**.

2 Our purpose is paying claims

When you need us, we'll be there.

In 2025:

We paid **97%** *of claims.*[1]

That's over **$900 million** *in claims paid to* **8,963** *customers* who have been impacted by injuries, illness, and other unpredictable life events.[2]

That's about **$2.5 million paid** *to individual claimants every day.*[3]

3 More people than we expected are making claims

This has an effect on premiums.

Your personal risk is just one factor that affects your premium amount. Other factors include how many claims we pay versus how many we expected to pay, and how quickly people recover versus how quickly we expect them to. While we have made our premium rate changes based on a longer period of time, looking at recent years:

30% The total amount we paid for TPD claims has increased by 30% over the last two years (when comparing on a like-for-like portfolio size).[4]

17% The total amount we paid for IP claims has increased by 17% over the past year.[5]

The nation-wide rise in claims related to mental health conditions is impacting the life insurance industry as a whole.

30% In 2025, 30% of TPD and 24% of IP claims were mental health related claims.[6]

1 in 5 *Australians experienced a mental health condition.*[7]

Mental health disorder is now the leading cause of TPD claims.[8]

It's our responsibility to ensure the pool stays full and accessible to everyone. But that can only happen if the amount each person contributes reflects the real costs of providing cover and support.

1, 2, 3, 4, 5, 6 Claims data is derived from Resolution Life Australia Claims Analysis 2025 (individual and group claims).

7 AIHW 2024 - 1 in 5 Australians aged 16-85 (22%, or 4.3 million) experienced a mental disorder (2020-2022), aihw.gov.au/mental-health/overview/prevalence-and-impact-of-mental-illness

8 CALI - Australia's safety net frays as mental health and money pressures hit, November 5, 2025, Australia's safety net frays as mental health and money pressures hit - CALI

4 What these changes mean for you

What's changing

- If you have TPD or IP cover, you will see an increase to your TPD premium rates and also to your IP premium rates (if your IP occupation category is White Collar). You can find more details on the changes at **resolutionlife.com.au/premiumupdate**.
- These increases are in addition to any usual annual Consumer Price Index (CPI) or age-based changes that apply to your policy.
- Increases apply to all premium types, and changes have been applied in a way that is consistent with each policy's terms.

What isn't changing

1. Peace of mind – your cover is in place to protect you and your family.
2. You're still covered, and your cover remains the same.
3. Any discounts on your policy still apply.
4. Your ability to claim remains the same.
5. Premiums for Life and (if applicable) Critical Illness cover remain unchanged.
6. Access to our Customer Solutions team on **133 731** option 4 ext. 50012, available Monday to Friday 9.00am – 5.00pm (AEST/AEDT)

5 Keeping your cover with Resolution Life Australia may be more valuable than ever

If your circumstances or health have changed since you first took out your policy, your cover may be more valuable than ever.

Benefits of retaining your cover

Your cover is what's known as a 'continuous policy'. As long as you pay your premiums, you won't be reassessed or excluded even if your health worsens.

You may hold benefits or definitions that aren't available on new policies. For example, you may have terms and conditions that provide broader cover than what is available to new customers.

If you cancel and reapply for your cover, you may need to go through underwriting again. This could impact the terms and/or price of a new policy. Or you might not be offered cover at all.

6 Your cover is flexible

If you're worried about meeting the new costs of your life insurance, there may be several options available to you.

You might like to discuss the following options with your financial adviser, or explore them using My Resolution Life Portal at resolutionlife.com.au:

Remove optional extras you no longer need.

Pause your cover if you're going through a tough time (only applicable to some products).

Request a reassessment if you have loadings on your premiums and your health or lifestyle have improved since you first took out cover (for example, if you have stopped smoking).

Turn off indexation (also known as inflation adjustment), which automatically increases your cover each year. You can choose to either decline the increase for a year or have the feature permanently removed at any time.

Reduce your cover amount, for example if your circumstances have changed.

Adjust your waiting or benefit periods (for IP and Business Expense).

If you need help understanding the changes

Speak to your financial adviser

Your adviser understands your personal needs. They can discuss the best options for lowering your premium, specific to your circumstances to help you maintain valuable insurance cover. You can find your adviser's contact details in the My Resolution Life portal.

You can call us on

133 731 option 4 ext. 50012
From 9.00am - 5pm (AEST / AEDT),
Monday to Friday.

Our Customer Solutions team is ready to answer your questions. Although they can't advise you based on personal circumstances, they can talk to you about your policy and help you understand the options available to you.

Visit our website

At **resolutionlife.com.au** you'll find information on the most important things to know about life insurance, including:

- how much cover you need
- how premiums are calculated
- how to find the right adviser,
- how to review your cover for your life stage
- Frequently Asked Questions (FAQs), tools and support