

# FAQs

## Changes to AMP Elevate as AMP Life transitions to an inforce specialist

	Question	Answer
1	<b>What does the coming closure of Elevate products to new customers mean for advisers?</b>	<p>Until 31 January 2019, advisers can continue to recommend AMP Elevate to all new clients and lodge new applications; we will work with you to complete applications through normal new business processing.</p> <p>For some time beyond 31 January 2019 AMP Life will continue to accept new customer applications for customers where premiums are paid via an AMP platform.</p> <p>For existing AMP Life customers there is no change.</p> <p>Elevate will remain a contemporary product and we will honour previous commitments to policyholders.</p>
2	<b>What does this mean for Elevate provided through AMP platforms?</b>	<p>Where AMP Elevate is an integrated option and being paid through an AMP platform, we will continue to accept applications for new customers beyond 31 January 2019. AMP is evaluating the best option for insurance integrated into AMP platforms and will provide further updates once decisions have been made.</p>
3	<b>Will Elevate still be open for increases, reinstatements, conversions and other options such as buybacks?</b>	<p>Yes. Existing insurance customers will still be able to increase their cover, reinstate their policies, add new cover types, convert their covers between ordinary and superannuation, exercise options, and change benefit types.</p>
4	<b>Will definitions be kept updated?</b>	<p>Yes, Elevate will maintain contemporary terms and conditions, such as regular reviews of medical definitions.</p>

5	<b>Will applications signed before 31 January but received after that date be accepted?</b>	No. All applications need to be lodged on or prior to 31 January 2019; please contact your practice manager or business development manager if you are seeking special consideration.
6	<b>Will continuation options still be available for Group Insurance customers?</b>	Yes, AMP Elevate will continue to be the destination product for continuation options for Group Insurance customers.
7	<b>Will new Elevate insurance applications be accepted for existing customers of AMP Life (ie addition of standalone trauma policy to a customer with insurances via North)?</b>	Yes, AMP Life will continue to accept new AMP Elevate policy applications for existing customers of AMP Life.
8	<b>What happens with super, investments, banking and other products that are not part of the sale?</b>	There is no change to these products.
9	<b>Will North Guarantee products change?</b>	There's no change to North Guarantee products. They will be available as usual.
10	<b>Will commission change?</b>	There is no impact on adviser remuneration for insurance and mature products as a result of the transaction with Resolution Life. AMP Life will continue to pay commissions in the same way.
11	<b>Will the team supporting AMP Life products change?</b>	<p>The highly experienced teams supporting insurance and mature customers are expected to largely remain with the business under Resolution Life's new ownership, delivering continuity and stability for customers.</p> <p>The insurance distribution, underwriting and tele-interviewing teams have been right-sized to reflect lower sales volumes over the past quarter and they will continue to ensure they have right-sized teams across AMP Life to provide continuity of service. Any changes to the insurance distribution team will be announced in due course.</p>
12	<b>Will there be changes to other products?</b>	Resolution's business model is to focus on existing customers. AMP Life is reviewing its products and expects further changes as AMP Life transitions to Resolution Life.

13	<b>Who can I go to if I have questions or concerns?</b>	<p>Please talk to your practice manager or insurance business development manager if you have any questions.</p> <p>We will be providing regular updates as we continue our transition to an inforce specialist.</p> <p>You can also call our contact centre on: 131 267.</p>
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