

# Flexible Benefits

Making changes to a flexible benefits policy

## How it Works

Product Information

Making changes to  
a flexible benefits  
policy

## Important information

Given the complexity involved in operating a flexible benefits policy and the possible impact on premiums, our expectation is that the majority of changes will be:

- notified well in advance of the date the change is to be made
- implemented as part of the annual enrolment processes i.e. effective from the annual revision date

### Notes

If we are not notified of the changes in advance we may not be in a position to amend the policy as required.

## Useful information

Useful information can be found in the following documents

### Guides to making changes to a Policy

- [Life Assurance](#)
- [Income Protection](#)
- [Critical Illness](#)

## Categorisation

We look to categorise the requested changes in the following manner.

### Administration changes

Our liabilities do not change, however the cost involved in providing cover may alter.

### Changes to the Group Life trust or companies insured

Our liabilities and the cost involved in providing cover are not expected to change.

### Policy re-writes and hive-off Policies

The insurance is currently provided through an existing Canada Life Policy, but a new, replacement or additional Policy is required.

### Risk amendment

Our liabilities may change immediately or at some point in the future. These changes can have cost implications which will be advised as part of our confirmation process.

## Assessment

We will consider:

- whether we understand the change requested
- are we legally able to make the change?
- do we want to allow the change?
- what are the immediate risks?
- what is the impact on the cost?

### Notes

Our expectation is that the flexible benefits platform used for the selection of benefits will be updated, where appropriate, to reflect any changes. If this does not take place, we will not agree to make the changes requested.

## Requirements to make the change

These will all be assessed on a case-by-case basis, based on what is being changed and when it is implemented.

## Other actions we need to carry out

We will confirm the terms and conditions which may be introduced or altered as a result of the change.

If these updated terms cannot be provided immediately, we will confirm what documentation/literature will need to be updated, e.g. Policy Particulars and Policy Conditions.

## How to contact us

### By email

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### Call us

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