A guide for trustees
and employers

ZURICH®

Protecting employees from risk

A guide to Zurich's Group Risk Solutions



Allow us to introduce ourselves.

We are Zurich. **We** are part of a global insurance group. **We** are one of Ireland's most successful life and pension providers.

We believe in building a life long trust with our customers. **We** are passionate about protecting our customers and the things they truly value.

At Zurich, **you** are at the heart of what we do.

This brochure is designed to give you a clear understanding of our range of Group Risk solutions. If you have any questions, please get in touch.

Call us today and see how we can help **you**.

Welcome

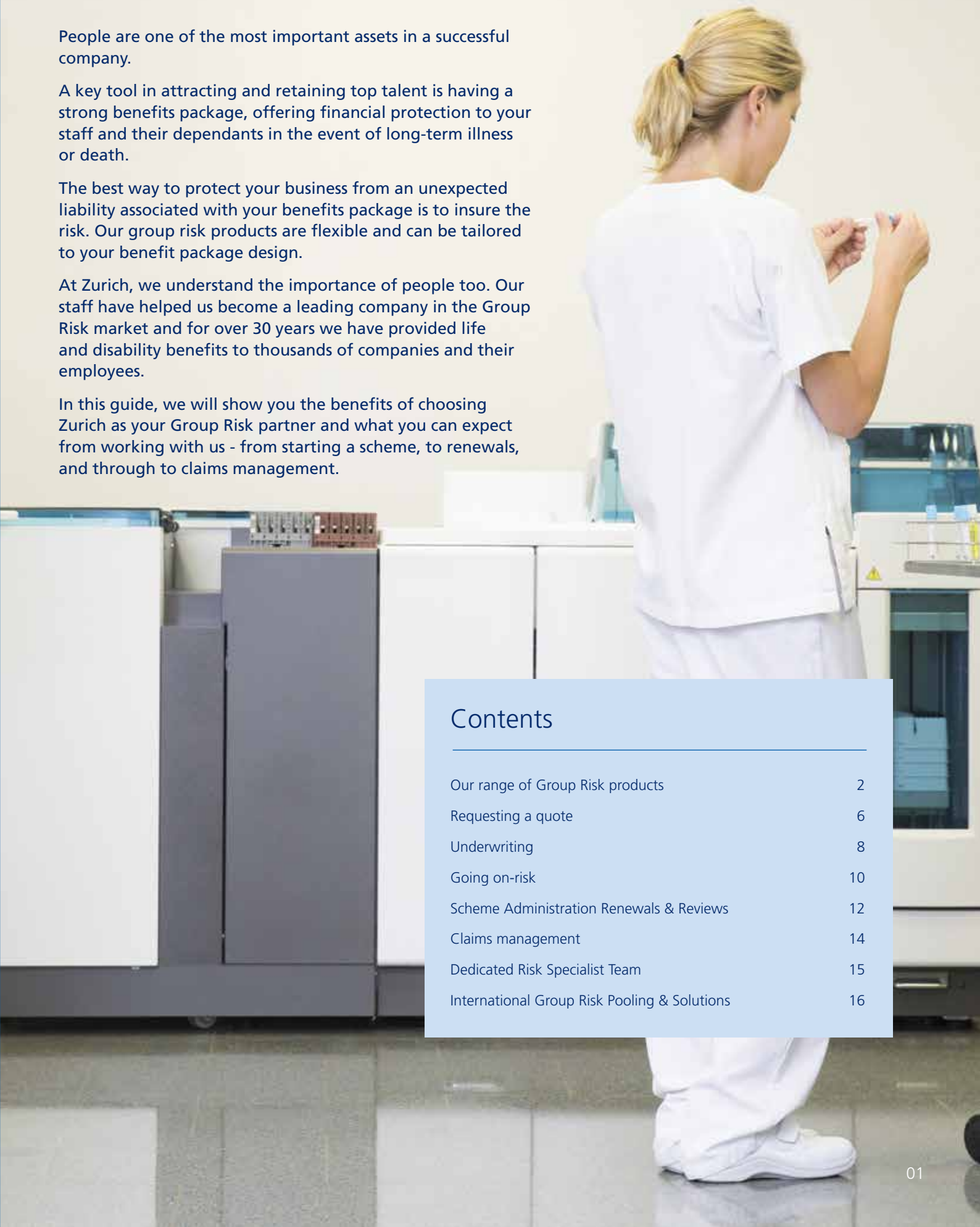
People are one of the most important assets in a successful company.

A key tool in attracting and retaining top talent is having a strong benefits package, offering financial protection to your staff and their dependants in the event of long-term illness or death.

The best way to protect your business from an unexpected liability associated with your benefits package is to insure the risk. Our group risk products are flexible and can be tailored to your benefit package design.

At Zurich, we understand the importance of people too. Our staff have helped us become a leading company in the Group Risk market and for over 30 years we have provided life and disability benefits to thousands of companies and their employees.

In this guide, we will show you the benefits of choosing Zurich as your Group Risk partner and what you can expect from working with us - from starting a scheme, to renewals, and through to claims management.



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Our range of Group Risk products

Whether you are a new company setting up a Group Risk scheme for the first time, or checking the market to see if you're getting the best deal for your business, we have a range of products and options to suit your needs.

What makes Zurich products different?

We focus on three key things to make us the right choice for your business.

1. **Flexibility:** We will work with you to build a Group Risk solution that is right for your business and your employees.
2. **"No Exclusion" approach to Group Risk:** Our approach is to provide the widest and most useful cover available in the market by minimising exclusions on your policy, including:
    - No travel exclusion
    - No war or civil commotion exclusion
    - No drug or alcohol exclusion
    - No sports or hazardous activities exclusion
    - No self-inflicted injuries exclusions
3. **EGRA:** Market-leading group risk renewal process keeping scheme administration simple.



These products allow you to offer financial protection to employees and their dependants in the event of long-term illness or death.

Group Life Insurance

Group Life Insurance (often referred to as Death-in-Service) is now seen as an essential part of the benefits package for most employers. It provides employees with the peace of mind that dependants will be provided for financially in the event of their death.

Zurich's Group Life Insurance cover can be structured in various ways. You can choose one or more of the following options:

- The payment can be made as one **Lump Sum**. The Lump Sum can be a multiple of salary or a fixed amount.
- The payment can be made in the form of a **Spouse's Pension**, where the spouse receives a monthly payment to help replace part of the deceased person's regular income. This can be a fixed amount or it can increase each year in line with inflation.
- The **Children's Pension** option pays a monthly income to the family until the deceased's children reach the age of 18, or 21 if they remain in full time education. This can be a fixed amount or it can increase each year in line with inflation.

We offer employers the flexibility to design a policy to meet your needs. You can decide on the eligibility criteria, level of benefits and payment terms.

How much cover?

We give you the flexibility to:

- Choose the level of cover you want for employees.
- Tailor the plan to your needs and determine the payment amount based on marital status or the person's level in the company.

Continuation options for employees

A 'continuation option' can also be added to the Lump Sum element of Group Life Insurance Schemes. This allows employees to keep their level of lump sum cover after they have left your employment by replacing it with a term Life policy without further evidence of health. With Zurich, employees can keep their life cover up until the normal retirement age of your scheme.

Reduced Underwriting Requirements

We want to ensure that you can offer these benefits to all your valued employees, including your executives, with minimum underwriting requirements. Please see further information on page 9.

Group Income Protection

Group Income Protection protects your employees from loss of income by paying them a monthly income if they are unable to work for a prolonged period due to long term illness or injury.

Group Income Protection is sometimes referred to as Permanent Health Insurance (PHI) or disability cover.

At Zurich, we know that the health and wellbeing of a company's employees is important. We aim to pay valid claims with minimal fuss. We will also offer the right absence management support to you and your employees early on, to try to prevent long-term sick leave. In some cases, we will work with employees to fund the right treatments to help rehabilitate and get them back to work.

Our Group Income Protection is flexible to a company's needs and can make a real difference to a rewards package.

How much cover

- We offer the flexibility so you can choose the level of cover to suit your business. A common example would be to cover employees for 75% of their normal salary less state benefits. You can include basic salary only, or add in commission and bonuses up to 25% of salary.
- Choose how much time to wait between an employee going on sick leave and the income protection payment commencing. This is known as a deferred period and it's possible to choose 13, 26 or 52 weeks.

Typically, Group Income Protection pays a benefit of either 75% or two thirds basic salary less the state disability benefit – often with a deferred period of 26 weeks and escalation in line with inflation.

Escalation

- Offer inflation protection to increase employees' payment year-on-year.
- The payment will rise each year in line with the Consumer Protection Index or up to a percentage you choose, generally 3% or 5%.

Continuation option

- Offer employees the extra benefit to continue their Income Protection themselves when they leave employment without underwriting up until the normal retirement age for a scheme.

Pension Contribution Protection

You may choose to insure contributions into an employee's pension plan for when that employee is on long-term sick leave.

Pension Contribution Protection pays your company a monthly sum while your employee is on sick leave to cover the total contribution (i.e. the employer and sometimes the employee contribution amount) to their pension plan.

Pension Contribution Protection is sometimes referred to as Premium Protection or Waiver of Premium benefit.

Group Serious Illness Cover

People are now living longer than ever before. As a result, the chance of being diagnosed with a serious illness at some point in life is greater. Many illnesses that were once incurable can now be treated successfully. However, this can lead to additional expenses during recuperation.

Group Serious Illness Cover pays a lump sum to employees if they are diagnosed as suffering from one of a number of specified serious illnesses (including cancer, heart attack and stroke – the principal reasons for claims) or need to undergo specific surgery. A serious illness payment will only be made once.




We will work with companies to build a Group Risk solution that is right for their business.

Requesting a quote

In order to quote for your business, we need some information from you or your Advisor. We will work with you to make the process as simple as possible and our dedicated Group Risk Team is on hand to help with any queries.

While Zurich prides itself in being very price competitive, there are many other items to consider including our flexibility, our underwriting limits, our absence and claims management experience and ability.

We provide market leading quote turnaround times and our illustrated quotes are valid for three months.

To request a quote from us, speak to your scheme advisor or email our Group Risk Team on **grpriskquote@zurich.com**

Your scheme advisor can provide you with more information, but here is a quick guide to the things that we typically need.



Company Details

We need to know the company name and the nature of the business. For example, are employees office based, or is their employment more physical in nature, such as operatives? Are there special hazards?

What range of benefits are required?

There is a wide range of Group Risk products and options available.

A request may look something like this:

Group Life Insurance cover:

- *Benefit to be paid as a lump sum of four times salary*

Group Income Protection:

- *Benefit to be paid as 75% of salary less any state benefits*
- *Deferred period of 26 weeks*
- *Inflation protection (Escalation) of Consumer Price Index up to a maximum of 3%*
- *Ceasing age of 65th birthday*

Speak to your scheme advisor or contact a member of our Group Risk Team to discuss your needs.

Who is being covered?

We will need some basic information about the employees being covered. For example:

- Date of birth
- Gender
- Marital status (for Spouses' Pensions)
- Occupation
- Details of work-related travel
- Salary
- Pension contribution
- Normal retirement age
- Any members on restricted terms with exclusion on death by previous insurer

Details of work related travel

If any employee goes or intends to go on business trips to places other than the EU, North America, Australia, New Zealand, Switzerland, Norway, Hong Kong, Singapore, Japan, Canada, Liechtenstein and Andorra, we just need:

- Name of country travelling to
- Frequency of travel to this country
- Dates travelled / travelling
- Expected duration of trip

Long term absentees

We will typically look for details about Employees who are currently on leave for greater than 30 days, and their illness.

Life Claims

- Date of death
- Death benefit paid
- Sums assured and number of members for each of the last five years

Group Income Protection Claims

For each claim:

- Date of birth
- Date deferred period ended
- Claim cease date if applicable
- Claim amount paid
- Claim status (current/ceased/pending/ declined)
- Nature of illness/injury
- Sums assured and number of members for each of the last five years

Other information

- Generally, Group Schemes are suitable for companies with a minimum of 20 employees. However, we will consider schemes outside of this.
- Pricing is sometimes available for Start-Up companies based on an estimate of the age, salary and occupation of future employees. A unit rate would be available for one year at which point a revised unit rate would be based on actual membership.
- Rates are guaranteed for three years and expire immediately before the Review Date. We can review the rate if at a Renewal Date the membership changes by more than 20%.

No Exclusions

We understand the need for overseas business trips and the risks involved. Our 'no exclusion' approach to group risk means employees have comprehensive cover whether working at home or abroad.

Underwriting

At Zurich, we use processes and tools to keep underwriting requirements for schemes to a minimum.

Once we receive a quote request, our team will be able to advise on the underwriting options available. Here are some examples that may be suitable for companies.

Schemes transferring from another insurer

Where a scheme is being transferred from another insurance company to Zurich, we will usually (subject to terms and conditions) match the cover amount and underwriting terms that members currently have.

Members of schemes that transfer to Zurich will be automatically accepted for the same level of cover that they had with their previous insurer even if this cover is higher than our Free Cover Limit (FCL). **This is provided that we have been told of any long-term absentees and/or members on special terms.**



Free Cover Limit

When a Group Risk scheme is being set up, we will agree an amount of benefit that we will cover employees for without them having to be underwritten. This is known as a Free Cover Limit or a Non Selection Limit.

Available for:

- Group Life Insurance, Group Income Protection and Group Serious Illness Cover
- Compulsory entry schemes
- Schemes with a defined level

Where there are employees whose benefits exceed the Free Cover Limit, underwriting will be required, but we will work with companies to make this process as easy and as convenient as possible.

When does underwriting apply?

Examples of when a member will require underwriting include:

- The first time their benefits increase above the Free Cover Limit or when their salary increase brings their benefit above their "forward bar" (see details below).
- If a member joins **after** their first available opportunity.

Standard Underwriting

- Companies with less than 50 members
- Employees whose benefits are within the Free Cover Limit do not require underwriting and are automatically accepted for cover assuming they join at their first available opportunity and meet the eligibility conditions of the scheme.
- Employees whose benefits are above the free cover limit are underwritten unless a forward underwriting bar applies - the vast majority are accepted at normal rates, though special terms may also be applied.
- Forward underwriting is used to future proof things for you. So, we underwrite the member based on their current salary and benefits level, but we also allow for a certain increases in salary and benefits. Your employee is covered while their salary and benefits remain within this bracket. This allowance for future increases is referred to as "forward bar" or "forward underwriting".
- We allow forward underwriting bars of 50% over five years. This is limited to a maximum increase in any one year of 20%. Where an employee's benefits increase outside of these levels, they simply need to be underwritten again.

94% of people who undergo underwriting are accepted at the normal rates.
Source: Zurich Life statistics, September 2015.

Some people are accepted with special terms, for example if they have a serious pre-existing medical condition. In some cases a loading is applied or in other cases some conditions may apply to that member's cover.

Once and done

We will underwrite employees **once** for benefits over the free cover limit and they're **done**. As long as that person who is underwritten remains in employment, they will not be subject to underwriting again for the term of the cover – making it easier for them and easier for companies.

Terms and conditions apply. Talk to us for more details.

Actively At Work

Schemes which are new or not previously insured, or where there is an increase in benefits must pass an actively at work declaration. This is typically a confirmation that on the effective date all employees are at work and have not been absent for more than three consecutive days in the last six months.

Temporary cover

If a scheme is covering 50 or more lives, we will provide temporary cover (or a period of grace) to cover employees while they are waiting to be underwritten up to €1,000,000 for life and €100,000 for Income Protection for seven months.

Terms and conditions apply. Talk to us for more details.

We can arrange tele-interviews with medical professionals where possible to reduce the amount of time employees need to fill out forms, or where a medical exam is required, we will send a paramedic to an employees' place of work or home to conduct the exam.

Going on-risk

At Zurich, we use processes and tools to keep underwriting requirements for schemes to a minimum.

On-risk conditions for previously insured schemes that are transferring to Zurich

To go on-risk, we simply need a completed an On-Risk Requirements Form.

This includes written confirmation of the on-risk date and that there are no new long term absentees.

Then, within 20 days, we need to receive the following:

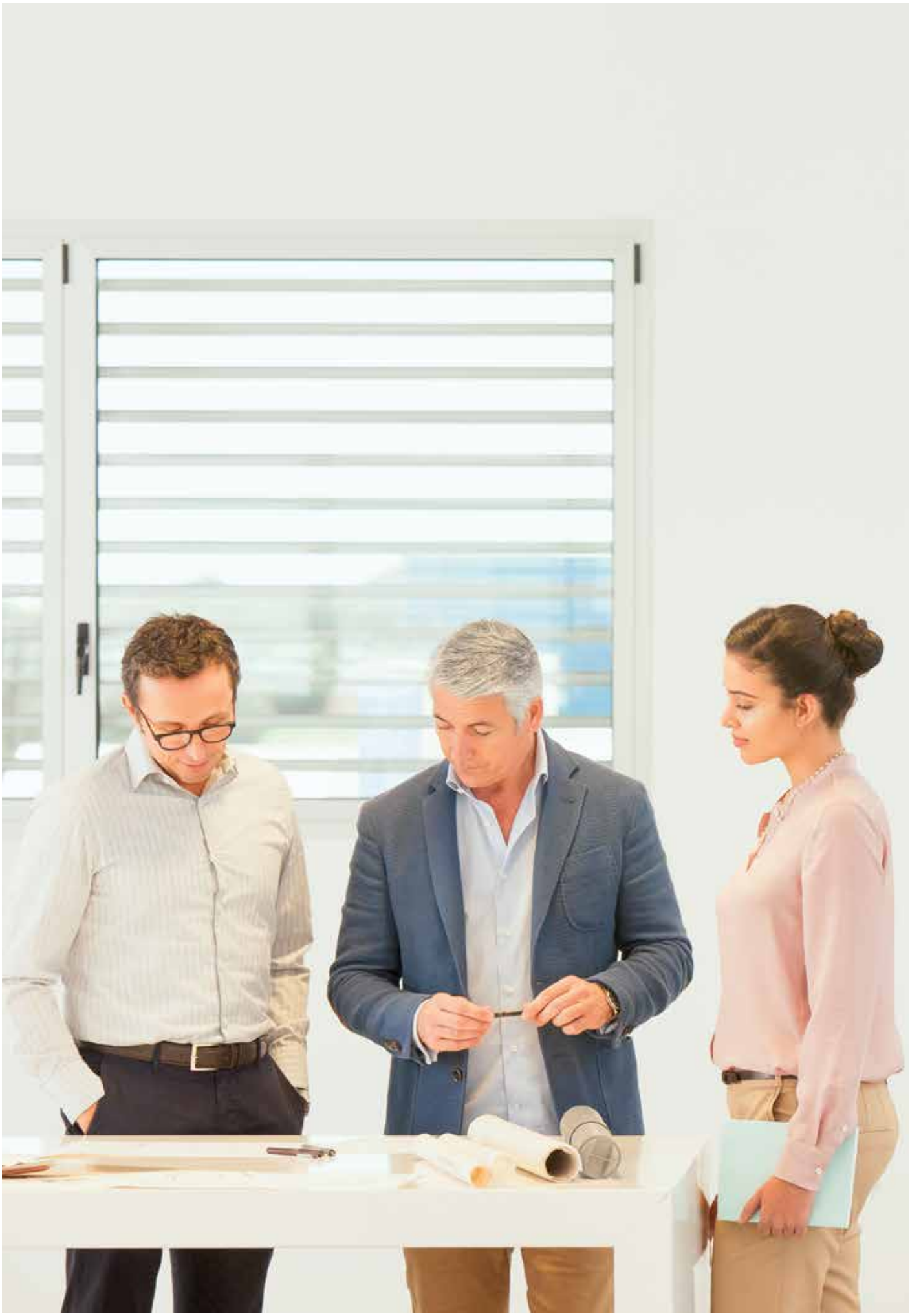
1. Deposit premium or direct debit mandate.
2. Group Risk Application Form: This forms part of the contract and includes company contacts, trustee information, confirmation of individual occupations and membership data provided at risk stage.
3. Medical proposal forms for any member who has a benefit increase over the Free Cover Limit, and where Once and Done does not apply. Further medical evidence may be required.
4. Confirmation that no rated, postponed, declined or members with exclusions are to be included. We will accept members for their currently insured benefit, on the basis that they have been accepted on ordinary rates/terms.
5. Confirmation that no members (other than the existing Group Income Protection claimants) are absent for more than one month due to long-term illness or injury at the switch date or at any date up to 15 days before the switch date.
6. Confirmation of five years' claims experience supplied.

On-risk conditions for newly insured schemes

To go on-risk, you simply need to complete an On-Risk Requirements Form, including an Actively At Work declaration.

Then, within 20 days, you typically need to arrange the following:

1. Deposit premium or direct debit mandate.
2. Group Risk Application Form: This forms part of the contract and includes details of benefit structure, company contacts, trustee information, confirmation of individual occupations and membership data provided at risk stage.
3. Medical proposal forms for any member who has benefit over the Free Cover Limit. Further medical evidence may be required.



Scheme Administration Renewals & Reviews

Renewals

We believe in making things simpler for our customers, and this includes our renewal process.

Our group risk renewal process, known as Elevated Group Risk Administration (or EGRA for short), greatly reduces the amount of data we need on scheme renewal. EGRA was designed with our customers in mind – it's straightforward and fast. All we need is:

1. Total number of members.

2. Total Salary Roll.

3. Details of members on the highest salaries.



Simplifying ongoing administration

Our streamlined process will save hours of administration time, through a simple three step process:

1. Before the renewal date, we will issue a new scheme-specific Excel form.
2. All we need is the number and salary roll of eligible members and a list of any people above the salary guide to be added to our Excel form, which can be emailed to us.
3. Zurich will look after the rest and advise of any premium changes for a scheme, if applicable.

On choosing Zurich Life, administration burdens can be minimised using our unique EGRA system:

- Reduced Data requirements on renewal
- Quicker Turnaround of accounts
- New loadings waived until the next review

The majority of our schemes use this process. There are a small number of schemes that require more information, e.g. voluntary schemes, schemes where the benefit is not related to salary, or schemes where the definition of membership/benefit is not clear. For these schemes, member-by-member data will be required.

Review

Typically, Group Risk Schemes are reviewed every three years.

Rate reviews are typically carried out every three years, at which time the scheme is re-priced based on updated membership details, past claims performance, the health status of members and Zurich's view on the future cost of insuring the scheme. A review may be needed earlier if there is a change in the membership of more than 20% in any one year. In such cases, more data may be required if there are significant changes.

We have a simpler renewal process which greatly reduces the amount of data you need to give us for renewal.

Claims management

At Zurich, we have a clear claims philosophy. We pay valid claims with minimal fuss.

How do I make a claim?

When making a claim, talk to your Scheme Advisor's Claim Management team or us. We will provide the forms that are needed.

Claims Rehabilitation

We will work with employees on long-term sick leave to help their recovery and return to the workplace. Claims are reviewed from time to time depending on the nature of illness and expected return to work date. Here are some of the facilities we will offer:

- **Medical Treatment:** For certain claims we can arrange a variety of treatments locally, including physiotherapy and cognitive behavioural therapy.
- **Functional Capacity Evaluations:** We can arrange assessments to see if there are suitable roles for an employee on sick leave. For example, somebody with musculoskeletal disorder may be incapable of some physical jobs, but they may be interested in retraining for an alternative role.
- **Tailor-made 'return-to-work' programmes:** We can determine the claimant's ability to return to work and agree a phased return to work plan with their employer – including nurse visits to assess and design rehabilitation programmes and to give practical assistance in returning to work. Where relevant, we can support a phased return to work by paying a rehabilitative benefit.
- **Occupational rehabilitation:** We can provide career consultation and training workshops for your employees.
- In some circumstances proportionate benefit payable if your employee returns to a different occupation.

Your Zurich claims team

The Zurich Claims Team, based in Blackrock, Co Dublin, understand the need to handle claims in a courteous and sensitive manner. Each claim is appointed a dedicated case manager who manages the claim from start to finish.

For more information, call our Claims Department on 01 799 2521.



Dedicated Risk Specialist Team

We are here to offer help and support with rehabilitating members back to work safely and quickly.

Zurich will provide a scheme with the support of a dedicated team of Group Risk specialists, who will work closely with the company on ongoing scheme management and administration. We offer a comprehensive service, from annual renewals to early intervention to mitigate long-term absences. Our mission is to ensure the best outcomes for employees, in the most efficient way.

Early Intervention

Zurich has been in the Group Income Protection Market for over 30 years. Our experience has shown that the longer an employee remains out on sick leave the more difficult it becomes for that employee to return to work. The employee becomes de-conditioned, loses basic skills, loses confidence and settles into the "sick leave" life style.

Early intervention by the employer can prevent that happening and Zurich would like to help.

Notifying us as early as six weeks after an employee has commenced sick leave can allow us to assist at an early stage. Using the expertise of our Chief Medical Officer and various medical specialists, we identify the employees we can assist in aiding a speedy recovery and a successful return to work:

- Where an employee does not have access to private health care and is left on a long waiting list to see a specialist, Zurich may, if appropriate pay for the employee to attend a specialist privately.
- If physiotherapy has been recommended to an employee to aid a return to work, Zurich may, if appropriate fund the cost of this physiotherapy.
- In addition, many employees suffering from psychiatric conditions are recommended to attend for CBT (cognitive behavioural therapy). Where Zurich believes that an employee would benefit from this we would be happy to fund an employee to attend for CBT locally to aid recovery and a return to work.

Many of the people we work with in the early-intervention stage return to work before the end of their deferred period and a claim does not arise.

Benefits to you and your employees

The benefits of Early Intervention to companies and employees are obvious. Employees will benefit from the availability of medical opinions and treatment and an earlier return to work. Employers will have a more content and engaged workforce and will also have the added impact of controlling the cost of paid sick leave.

Talk to your scheme advisor about this Early Intervention Programme for more information.

International Group Risk Pooling & Solutions

Zurich Life is part of the Zurich Insurance Group, which has a strong global capability. This allows us to create a global Group Risk plan tailored to your organisation's culture and needs worldwide. Our in-depth knowledge of local markets, combined with our global capabilities, means your employees will benefit from consistent quality and service wherever they are.

Multinational Pooling and Captive Solutions

The Zurich Employee Benefits Network is managed by the Zurich Global Employee Benefits Solutions business unit of Zurich Life Insurance Ltd. We provide services and solutions for our customers in 115 territories through Zurich owned subsidiaries or with our network partners.

We have over 30 years of pooling experience, and offer a range of international programs such as reinsured pooling and captive solutions as well as benefits for expatriates and mobile employees. All of our international solutions can be tailored to meet the needs of multinational companies looking for a global carrier.

What is Multinational Pooling?

Pooling works by combining the financial performance of a customers pooled benefit plans around the world into a consolidated account that measures credits (primarily premiums paid) against debits (claims paid plus insurer administration charges, commissions and taxes). The account is then adjusted to allow for the insurer's risk charge and any losses carried forward from a previous accounting period. If the overall result is positive the resulting amount will be rebated to the customer as an international dividend. If the account is negative, the loss is either absorbed by the Zurich Employee Benefits Network or carried forward to the next accounting period, according to the design and type of the pool.

International Group Risk Solutions

Zurich International Life is a leading specialist provider with over 30 years' experience in the international group protection market. With the capability to manage complex risks and a flexible approach to benefit design, we can work with you and your advisers in creating a comprehensive risk protection benefits package for your globally mobile employees.

Take the next step

When it comes to Group Risk, at Zurich we are committed to doing the best for our customers. That's why we are one of the leading providers of protection products in Ireland. So if you'd like to take the next step, get in touch today.

Summary of advantages:

- ✓ We are one of Ireland's largest providers of life insurance, pensions and investments.
- ✓ Dedicated Group Risk manager for schemes.
- ✓ Focused on early intervention to get employees back to work.
- ✓ We understand the diverse needs of employers and trustees in providing disability benefits.
- ✓ Comprehensive exclusion free and flexible Group Risk policies.

Talk to your scheme advisor or contact:



Email us at **grpriskquote@zurich.com**



Visit our website at **zurichlife.ie**

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