

Life Insurance

Medibank Life Insurance.

Financial Services Guide

Issue Date: 26 March 2026

This Financial Services Guide is an important document designed to help you make an informed decision about whether to use the services provided in relation to Medibank Life Insurance, Medibank Income Protection, and Recover Boost (“Products”).

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About this Guide.

This Guide tells you who the parties providing services in relation to the Products are, how you can contact them, the services they provide, who they act for, the remuneration that they and other relevant persons may receive, and how complaints are dealt with.

This Guide applies from 26 March 2026 and remains valid until a further Guide is issued to replace it.

Who the parties are.

The financial services referred to in this Guide are provided by NEOS Direct, the registered business name of NDLI Pty Limited ABN 70 665 747 277 AFSL 547119 and promoted by Medibank Private Limited ABN 47 080 890 259 ("Medibank Private"). Medibank Private is an authorised representative AR 286089 of NEOS Direct. The Products are issued by the insurer, Zurich Australia Limited ABN 92 000 010 195 AFSL 232510 ("Zurich").

In this guide, 'we', 'us' and 'our' refer to NEOS Direct and Medibank Private collectively.

This Guide is jointly issued by NEOS Direct and Medibank Private, and NEOS Direct authorises Medibank Private to distribute this Guide on its behalf.

The services provided.

NEOS Direct holds an Australian Financial Services Licence ("AFSL") which authorises it to advise, deal (i.e. issue, vary and dispose) and provide incidental claim administration services in relation to the Products.

NEOS Direct is authorised to provide general advice in relation to the Products. That is, advice which is given without regard to your personal objectives, financial situation or needs. This means you need to consider the appropriateness of any information or general advice given to you, having regard to your personal circumstances before buying. You should consider the relevant Product Disclosure Statement ("PDS") and Target Market Determination ("TMD") when deciding if the product is appropriate for you. If you require personal advice, you should obtain the services of a suitably qualified adviser.

Zurich has authorised NEOS Direct to deal with the Insurance policies for these Products on its behalf under a binder agreement. NEOS Direct can make decisions on behalf of Zurich as if it were the insurer in accordance with the terms of the binder agreement. NEOS Direct does not act on behalf of Zurich at any other time other than when it deals with policies on behalf of Zurich under the binder agreement.

As Zurich is the insurer of the Insurance policies, it is responsible for the obligations owed to you under your policy. All claim assessments and claim management are conducted by Zurich.

All Products are promoted and marketed by Medibank Private. In addition, the authority allows Medibank Private to provide general advice in relation to the Products and when promoting, selling and providing customer service for Medibank Recover Boost.

NEOS Admin Pty Ltd ABN 91 674 372 121 ("NEOS Admin"), a related party of NEOS Direct, provides support services for the Products to Zurich, including administration and product development services.

Products offered.

The Products include a range of benefit types including life cover, total and permanent disability cover, income protection cover, critical illness cover and child cover and Medibank Recover Boost.

The Product Disclosure Statement.

To assist in your decision whether to purchase a Product, you will be given a Product Disclosure Statement and the ability to access it online. The PDS describes the benefits, risks, features and terms and conditions of the Product to help you make an informed decision about whether to purchase the Product. You should read the PDS, TMD and other relevant documents to determine if the Product is right for you before making a decision to acquire, or continue to hold, the Product.

What you have to pay.

If you decide to obtain insurance cover under a Product, you will be charged a regular premium, which is payable to Zurich for the Product selected.

This amount will be agreed with you before you purchase the Product and will differ depending on your personal situation and the type and amount of cover obtained. If you do not wish to purchase the Product, you will not have to pay us anything.

Importantly, there are no direct charges to you for the services NEOS Direct provides in arranging your cover.

How the parties are paid for the services provided.

Medibank life insurance

Zurich will pay an ongoing commission to NEOS Direct of up to 34% plus GST of your total premium each year throughout the life of your policy. From this ongoing commission, NEOS Direct will pay Medibank Private 27.5% plus GST of the equivalent net annual premium throughout the life of your policy.

NEOS Admin provides administration and support services for the Products to Zurich. For each new policy sold, it receives a fee of up to \$1,201 plus GST from Zurich. For each policy it services on an ongoing basis, it receives a fee of up to \$71.75 plus GST per annum from Zurich. These amounts are reviewed annually mainly based on the cost of providing these services.

NEOS Admin also provides product development services to Zurich. For each new policy sold, it receives a fee of up to \$32 plus GST from Zurich. This amount is reviewed annually mainly based on the cost of providing these services.

Medibank Recover Boost

Zurich will pay an ongoing commission to NEOS Direct of up to 29.5% plus GST of your total premium each year throughout the life of your policy. From this ongoing commission, NEOS Direct will pay Medibank Private up to 28% plus GST of your total premium each year throughout the life of your policy.

NEOS Admin provides administration and support services for the Products to Zurich. For each policy it services, it receives a fee of 6% plus GST of your total premium each year throughout the life of your policy.

All Products

These commissions and fees are paid by Zurich and are not additional payments by you.

Medibank Private's staff who provide services in relation to the Products receive an annual salary from Medibank Private, which may include bonuses based on performance and other criteria.

NEOS Direct employees are paid an annual salary and can also earn variable cash rewards and other non-cash rewards depending on performance and other criteria for their roles. Cash and non-cash rewards are provided on a discretionary basis and may vary from time to time.

NEOS Direct and Medibank Private have practices in place to ensure that they comply with the ban on conflicted remuneration under the Corporations Act.

NEOS Direct is required by the Corporations Act to operate a compensation arrangement which is designed to compensate retail clients for losses they may suffer as a result of a breach by NEOS Direct of the obligations set out in Chapter 7 of the Corporations Act.

To this end, NEOS Direct has Professional Indemnity Insurance in place which meets the legislative requirements covering the financial service activities of NEOS Direct and Medibank Private. This covers conduct of any employees who are no longer employed by NEOS Direct or Medibank Private but were so at the time of the relevant conduct.

How you can find out more about Medibank life insurance and Recover Boost.

For more information on the Products, to contact any parties named in this Guide, or for any other questions about anything in this Guide, please contact us.

Contact Us.

Medibank life insurance

Visit: medibank.com.au/life-insurance or
medibank.com.au/income-protection

Call: **Sales** 1300 152 271
Service 1300 865 210
Monday to Friday, between 8am and 8pm (AEST)

Email: sales@medibanklife.com.au
service@medibanklife.com.au

Write: Medibank Life Insurance
GPO Box 239
Sydney NSW 2001

Medibank Recover Boost

Visit: www.medibank.com.au/recover-boost

Call: 132 331
Monday to Friday, between 8.30am and 6pm

Message us: www.medibank.com.au/contact-us

How your personal information is dealt with.

NEOS Direct and Medibank Private collect personal information from you to provide the financial services outlined in this document. NEOS Direct may engage third party service providers to collect this information on our behalf. If you do not supply the requested information, we may be unable to provide the requested financial services.

In providing these financial services, NEOS Direct and Medibank Private will disclose your personal information to third parties including Zurich, NEOS Admin and its other insurers, reinsurers, professional advisers and other insurance service providers.

NEOS Direct and Medibank Private keep the life insurance product data in Australia.

Zurich stores your personal information and other data in Australia, but may disclose it to a party located outside Australia for the purposes set out in its privacy policy (see below for how to obtain a copy).

Contact by NEOS Direct.

Once you have contacted us about any of the Products, NEOS Direct may follow you up about your life insurance needs. If you no longer want these contacts, please opt-out in response to any of those communications or contact us directly.

Contact by Medibank Private.

From time to time (with your consent), Medibank Private may send you marketing material about products or services which they think could be of interest to you.

If you wish to withdraw your consent for Medibank Private to send you marketing material, please contact us and we will provide you with their opt-out contact details.

Contact by Zurich.

From time to time, Zurich will send you information about, or contact you concerning your insurance policy. Zurich will not, however, send marketing material about other Zurich products or services as a result of you purchasing the Products.

Privacy Policy.

You can read more about how NEOS Direct collects, uses and discloses your personal information (including how to complain about a breach of the Privacy Principles) in its Privacy Policy.

If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy by us or have any other query relating to privacy, please contact us and we will address your concerns.

The privacy policies of the NEOS Group, Medibank Private and Zurich are available at:

neosgroup.com/privacy-policy and
medibank.com.au/privacy/ and
zurich.com.au/important-information/privacy

or you can request a copy by contacting us.

If you have a complaint.

If you wish to make a complaint, please contact us at one of the relevant addresses on the previous page and ask for our Disputes Resolution Officer.

Your feedback is valued. We will make every effort to try and resolve your complaint as quickly and fairly as possible. We'll acknowledge your complaint within 24 hours of receiving it and endeavour to resolve your complaint as soon as possible. If we're unable to resolve your complaint within 30 days from the date your complaint is lodged with us, we'll inform you of the reasons for the delay and ask for an extension.

If you're not satisfied with the outcome of any complaint, then you can refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA is an independent body providing financial services complaint resolution free to customers.

You can contact AFCA as follows:

Australian Financial Complaints Authority

Address: GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au



Medibank Life Insurance and Medibank Income Protection (collectively "Medibank life insurance") and Medibank Recover Boost are promoted by Medibank Private Limited ABN 47 080 890 259 ("Medibank"). Medibank is an authorised representative (AR No. 286089) of NEOS Direct, a registered business name of NDLI Pty Ltd ABN 70 665 747 277 AFSL 547119 who distributes and services these Products. These Products are issued by the insurer, Zurich Australia Limited ABN 90 000 010 195, AFSL 232510 ("Zurich").