OMNILIFE USER GUIDE

1.0 QUOTE

To create a quote, enter in the client's details in the spaces provided then click the Get Quotes button to begin.

On the left, click any of the insurance types you want to include. Enter sum insured amounts and change the options as desired.

When making changes on the left, premiums will update and display instantly in the middle of the screen. From there, you can change options, view graphs and quote reports, verify premiums, and move on into comparing features in research.

1.1 PREMIUMS

Once you've entered sum insured amounts and options to the left panel, the premiums will display in the middle of the screen. The premiums displayed are bundled into a portfolio; to see the breakdown of the portfolio premium, click on the bold premium and a window will appear with the breakdown.

From there you can click Change Products to see the product list for that insurer and customize the portfolio with different products as you wish.

DISPLAY OPTIONS

Select options at the top of the premium results table to change your view of the premiums. Show/hide logos, show/hide super/non super splits, hide or show products that are unavailable, etc. Any columns you choose to display will be generated into the Detailed Report (see 1.9)

> **Red Premiums**:
> **If a premium appears red, this means that insurer doesn't have a product that meets the options you've entered for that client. Click on the red premium to view the list of error messages for products for that insurer.**
>
> **Then you can make the necessary changes in the quote options to get that product to appear.**

> If you believe there is a discrepancy in any of the premiums, please check over the quote options again to make sure they match what you've quoted in the insurer software before sending a detailed report of the quote from OmniLife and from the insurer software to support@omnium.com.au

1.2 SPLIT PREMIUM FREQUENCIES

You can split the premium frequencies between super and non-super by setting up a quote with some insurance inside and some outside of super ownership. A button for Split Frequencies will appear, and if you click on that a new dropdown will allow you to choose the premium frequency for Super next to the dropdown to choose the frequency for non-super.

You must have the Super and Non-Super breakdown columns showing to view the premiums (see 1.2 Display options)

1.3 INSURER COLUMN

There is a column in the premium results table called Insurer which includes links to Validate the quote, transfer the quote into the insurer software and download the report from the insurer.

VALIDATE QUOTE

There is an icon next to the premium for quotes that can be validated, meaning the premium seen will be directly matched to the quote from the insurer's quoting system. Click on the icon to validate. The premium should come up as green, this means it is validated.

Once green, you can click the document icon to download the report from that insurer displaying the quote and client details.

If there is an error validating, this either means the premium is off by >1% or the adviser log in credentials were incorrect.

*NOTE: not currently available for all insurers

TRANSFER QUOTE TO INSURER TOOL

To transfer the quote and client details from OmniLife to the insurer software, click the arrow icon in the verify column next to the premium where available. If the arrow icon isn't showing, that means that insurer does not have transfer functionality set up with us yet.

You can also transfer by clicking the Actions button to the far right of the insurer in the list and select Transfer.

This transfers the quote/client details from OmniLife to that insurers' software for quote validation and continuing application process through their system.

You may need to enter your adviser log in for certain insurer systems.
*NOTE: not currently available for all insurers

REPORT

Click the document icon in the Verify column next to the premium where available to download the report from that insurer with the quote and client details.

1.4 QUOTE SETTINGS

There are quote/client specific settings you can set which will **only apply to the current quote** scenario you are working on.

At the top of the screen, next to the client details, are the options for Occupation Ratings, Loadings, APL, and Scoring.

> **TIP: Click "Save Default Quote Options"** (located bottom left) to save the options you have chosen. This will make those same options appear default when creating another client/quote
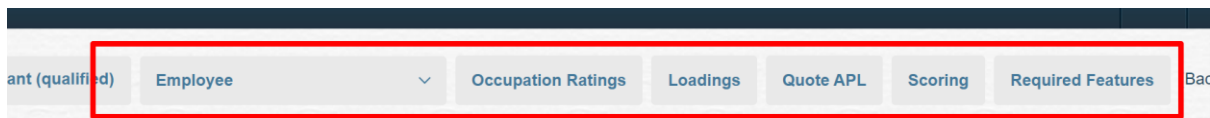
EMPLOYMENT STATUS
The Client's employment status will be chosen on the client details page before getting quotes. Once in the quote, click the set employment status to change the input to another employment status.

OCCUPATION RATING MATRIX
Click the Occupation Ratings button (next to the client details at the top) to see how all the insurers have mapped and rated the client's occupation. You can change the occupation from this window.

LOADINGS
Click the Loadings button to add any known loadings for the client. They can be universal loadings or individual loadings for each insurer.

QUOTE APL
Click Quote APL to select or deselect which insurers are included in this quote premium results. You can also deselect specific products to keep out of this quote scenario.

SCORING
Click scoring to change the view of the scores for this quote as well as drag and click to change the combined score weighting for this quote.

REQUIRED FEATURES
The required features button allows you to select any benefits/features against different cover types that the client requires as part of their cover or policy. Click to open the window, expand the cover type with the required feature and select the features tick box. Then click Save Filter to update the quotes.

*Commission levels and campaigns can also be edited for the quote, see 1.4 Actions Dropdown below

> Click **SAVE** (top left) to make sure your client and quote information is saved to your client list. Each time you save it will save as a separate entry.

1.5 ACCIDENT ONLY
Accident only is available for a few insurers who offer it. Currently in OmniLife you can quote on Accident Only IP for Clearview and AIA.

To get the accident only product, you must quote for IP and then click on either the CV or AIA premium, then click Change Products. Under the IP product list, select the Accident Only product and then choose Save Changes.
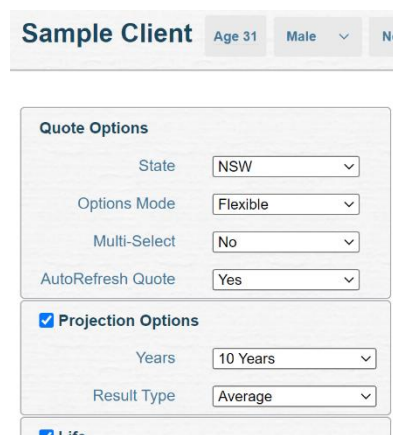
1.6 SUPERLINK / FLEXILINK

If you want to quote **"Super link"** where the Life is owned by a superfund and the TPD's Own and Any, and IP's Agreed and Indemnity is split between Super and Non-Super, you simply select "Super" as the ownership in Life and "Super link" in TPD and IP. You need to make sure you have the TPD Extension is set to "Own" and IP set to "Agreed Value" for this structure to be quoted.

If you want to quote **"flexi-link"** for TPD attached to life, which is when the Life is owned by a superfund, and you want the entire TPD policy outside of super, but have the TPD extension lower rate (not the higher TPD standalone rate), you simply select the ownership in Life as "Super" and for TPD Extension, select "Non-super". Not all insurers provide this structure, so prepare to only see a few.

1.7 QUOTE OPTIONS

Under quote options, you can choose Options Mode, turn on or off Multiselect, and turn on or off auto-refresh of the quote.

OPTIONS MODE

Options mode gives you two options from the dropdown – Flexible and Specific.

Specific: removes all the "fuzzy" options such as "exclude if possible" in OmniLife and only allows you to include or exclude quote options. This allows a different quoting method and provides more specific error messages when insurers don't display (i.e. red and underlined).

Flexible: mode will be the default. If you wish to switch to "Specific" mode, change it in the drop-down menu highlighted in the above screen-shot. You can permanently change the default in your adviser preferences, see page 15.

MULTISELECT

When turned on by clicking the button above the quote options next to Multiselect, it will allow you to choose more than one option from maximum two of the option dropdowns under the insurance types.

When you have multiselected from the drop downs, click 'here' to show the new premiums, and the system will show you all the combinations of options and premiums for the combinations compared side by side in the list.

AUTO REFRESH

Turn this option Off using the dropdown menu to stop the quote from refreshing after each option is changed in the quote menu. This will allow you to make many changes and then update the quote when you are finished.

PROJECTION OPTIONS

Tick projection options to view on-screen premiums projected at different ratios. Choose from the dropdown Years to see what the premium will look like in that number of years. Then select from the Result Type average, 1st year, last year, or cumulative. The Premium column in the results table will display the chosen options in the premium for each insurer.
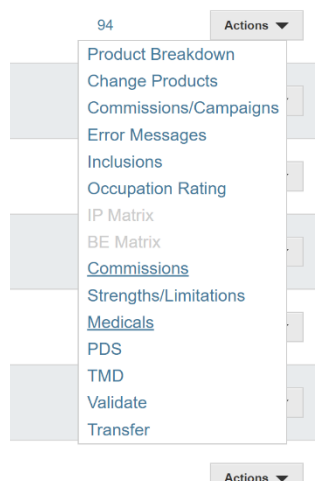
1.8 ACTIONS DROPDOWN

To the far right of each insurer and premium in the list, there is a button called Actions.

Click this to see a dropdown of action items helping you to quote.

- PRODUCT BREAKDOWN

Shows you the same window breakdown of the premium as clicking on the premium.

- CHANGE PRODUCTS

Shows you what other products are available for the selected quote options, which you can select to customize the portfolio.

- COMMISSIONS/CAMPAIGNS

Allows you to select a campaign and change the commission level for the insurer

- ERROR MESSAGES

Brings up the product list for that insurer and shows you the products that are and aren't included in the premium.

- INCLUSIONS

Shows you a table of the products and specific options included for that insurer.

- OCCUPATION RATING

Brings up a window showing you the rating for the occupation by that insurer. Allows you to change the occupation mapping if you don't agree with the mapping.

- IP MATRIX

Brings up a window showing you a table of the premiums based on different Benefit Periods and Waiting Periods for Income Protection.

- BE MATRIX

Brings up a window showing you a table of the premiums based on different Benefit Periods and Waiting Periods for Business Expenses.

- STRENGTHS/LIMITATIONS

Gives you a snapshot of the top five benefit advantages and disadvantages of the chosen portfolio.

- MEDICALS

Hover the mouse over for a list of the required underwriting for that insurer.

- PDS

Click to view that insurer's Product Disclosure Statement

- APPLY

Opens the Omnium Application Forms System

- TRANSFER*

Transfers the quote/client details from OmniLife to that insurers' software for quote validation and continuing application process through their system.

- VALIDATE*****
  Validates the premium straight from the insurer's quoting system. Shortcut is the bullseye next to the premiums.

*not available for all insurers.

1.9 GRAPHS

To use the graphs dropdown, first select one or more insurers from the quote list below (tick box on the left). Then you can choose from the graphs provided:

- PREMIUM PROJECTION – Project the premiums for the selected insurers over time
- PREMIUM STRUCTURE COMPARISON - *only one insurer can be selected to view this graph. Compares the structures (stepped, level, blended) for the insurer over time
- PREMIUM VS SCORE – Plots the insurers on the graph by their premium amount and feature score

For each graph, you can choose the years projected displayed as well as to include or not include indexation and change the percentage amount.
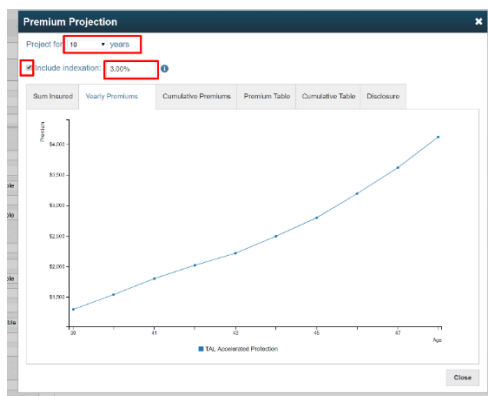
These graphs can all be generated and printable from the Reports tab (see 1.10 below).

1.10 REPORTS

Select one or more insurers from the list to generate a report from the quote screen by clicking the tick box on the left next to each insurer.

Click the Report tab and choose the report you wish to see.
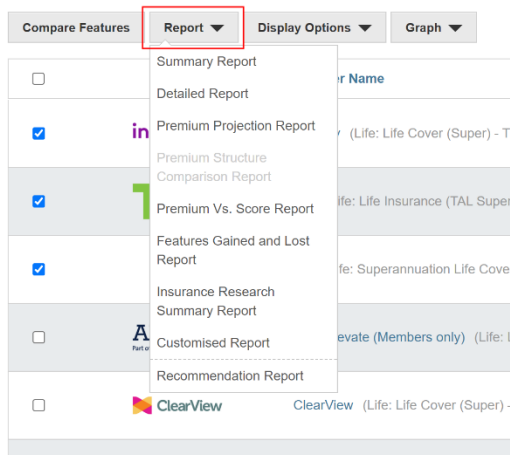
SUMMARY REPORT

A simple report which will generate client details, quote details, and a list of the insurers you're selected with their premiums, scores, and super/non-super breakdown. You can customize the columns that appear in the report by changing the display options in the quote.

DETAILED REPORT

A report which will show the client details, quote details, and a breakdown of the quote including score, products, inside/outside super amounts, fees, and commissions. When Detailed Report is selected, a window will appear with options to include or not include Strengths and Limitations and Commissions in the report. Then click Create Report.

In the report after each quote breakdown, you will see a link to **Open Quote.** When you click this link, OmniLife will open to the specific quote and settings.
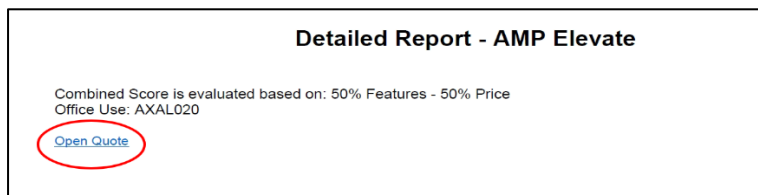
GRAPH REPORTS

Choose any of the graph headings from the Reports drop down to get the detailed report with that graph and table included.

*Premium Structure Comparison only available one insurer at a time. Creates a report which shows the premium for the selected insurer comparing the different structures.

Age	Stepped	Level to Age 65
42	$1,035.21	$3,051.75
43	$1,119.82	$3,051.75
44	$1,211.29	$3,051.75
45	$1,336.38	$3,051.75
46	$1,466.01	$3,051.75
47	$1,618.72	$3,051.75
48	$1,792.82	$3,051.75

When **Premium Projection Report** is selected, a window will appear with options to include or not include Strengths and Limitations and Commissions in the report and to choose how many years to make the projections for. Then click Create Report.
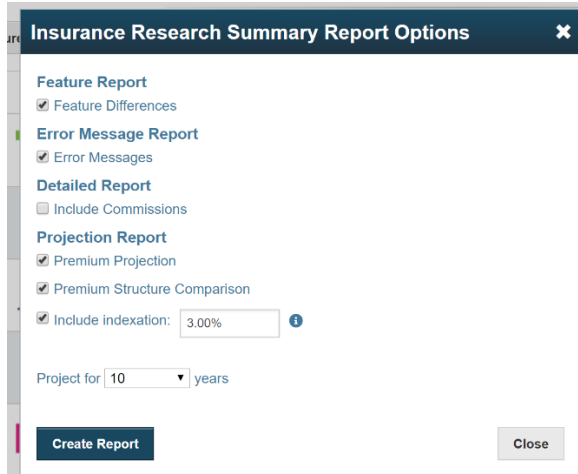
Reports can be generated as a PDF file or as a Word document, which can be useful to customize the reports; you can choose your settings for reports in Adviser Preferences (see section 5.0).

FEATURES GAINED AND LOST REPORT

Shows the change in cover between two different policies selected.

INSURANCE RESEARCH SUMMARY REPORT

This report gives more options to include for a quick comparison.
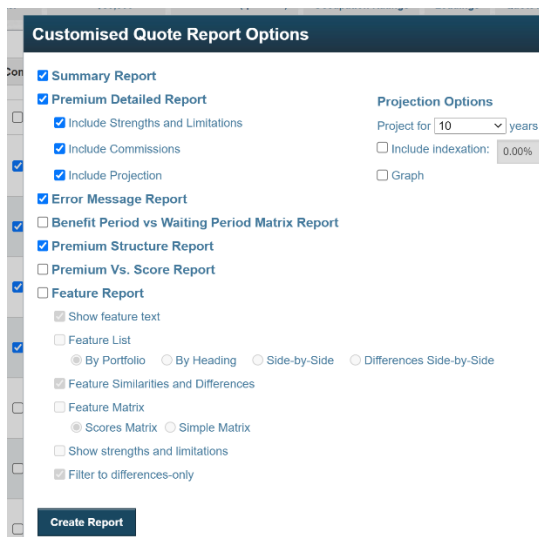
CUSTOMISED REPORT

Gives you the ability to include many of the above reports in the one document with added options.

RECOMMENDATION REPORT

Generates a report for the selected insurer to recommend.

1.11 COMPARE FEATURES

Select one or more insurers from the list by clicking the tick box on the left next to each insurer.

Once you've chosen the insurer for research, click the **Compare Features** button above the quotes on the left. This opens a new page for side by side product feature comparison. The definitions for each product/benefit are from the insurers' PDS and the strengths, limitations, and or commentary is added in by our researchers.

There are display options at the top which you can choose to tick or untick depending on the information you want to see.

To search a specific product/benefit, use the Find feature from your browser by holding down ctrl and F and type the title or key word(s).

SCORES

The scoring in OmniLife is based on our unique and highly sophisticated in-house methodology.

Within the research this now includes interactive personalized scoring, which considers the client's gender, age, and features like double TPD or buy back requirements (i.e. cancer products for females won't affect scoring if client is male).

If you require more information on scoring, you can download the Research Methodology document from the Help menu which includes our scoring methodology.

COMPARE FEATURES REPORTS

Research reports can be generated by choosing a heading from the Reports tab, top left in the research page.

- FEATURES BY PORTFOLIO
  This report will generate all the research information grouped by insurer
- FEATURES BY HEADING
  This report will show you the research information for all the chosen insurers grouped by each product heading
- FEATURES SIDE BY SIDE *can only generate with max 2 insurers
  This report gives you all the research and product information and scores for the two insurers side by side in columns.
- FEATURES DIFFERENCES SIDE BY SIDE *can only generate with max 2 insurers
  This report will generate all the research information for both insurers showing first all the areas the first insurer in alphabetical order has better benefits than the second; then when the heading changes, the benefits of the second insurer over the first are shown.
- FEATURES SIMILARITIES AND DIFFERENCES – This is the most commonly used report. It shows you the products/benefits and then using red ticks and green exes, shows what products and benefits the portfolios have in common and what is different between them.
- FEATURE SCORE MATRIX – This report shows you the products and each insurers score side by side for each one.
- SIMPLE FEATURES MATRIX – Each product feature/benefit is listed, and each insurer is listed side by side with a simple tick if the portfolio includes this or left blank if not.

2.0 RESEARCH

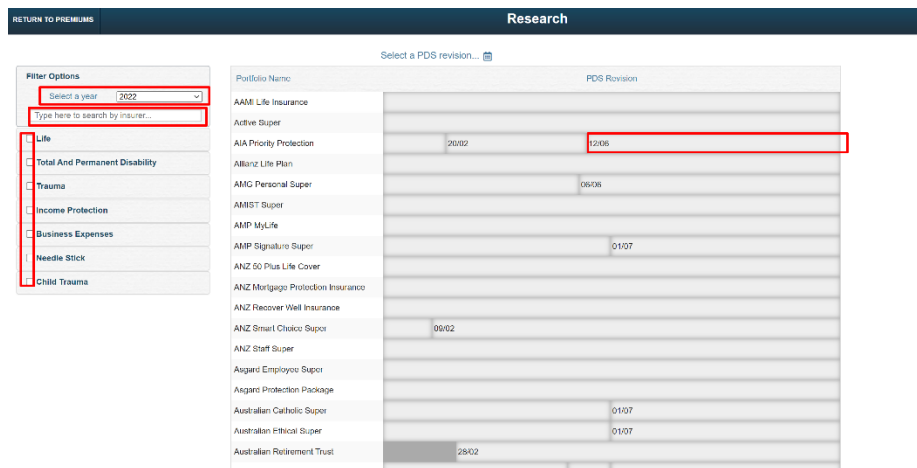Access this stand-alone research feature from the Research button at the very top of the page in Omnilife.
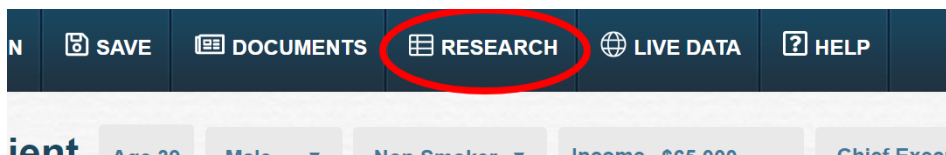
When opened, you will see the option to select the year to see all products/portfolios from that year.

If you want to research a current product, choose the current year or search by company. Then from the list below, find the insurer you are looking for and click on the most recent date range. Then it will prompt you to choose the insurance types to compare, and once you have done that click Add.

This goes into a list below of your comparisons. Repeat for all currently available products you wish to compare.

You can choose any year from the drop down, or search by company and from the list below, find the insurer you are looking for and click on the most recent date range. Then it will prompt you to choose the insurance types to compare, and once you have done that click Add. You can filter by cover type and options as well, by ticking the boxes and choosing from the ownership dropdowns.

When you've compiled the list of companies/portfolios to compare, click Research to see the side by side product feature comparison.

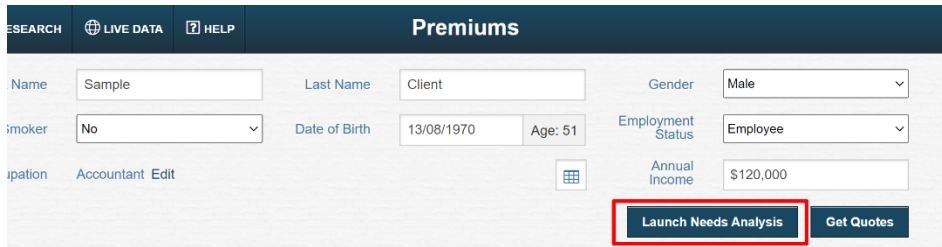You can search products or generate reports from the research.
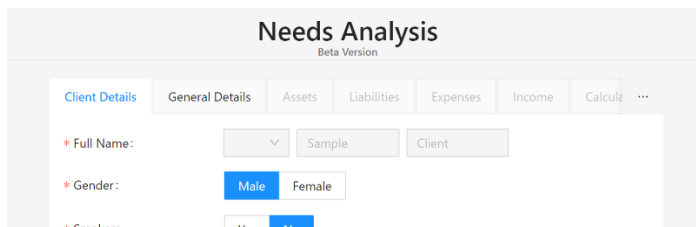
3.0 NEEDS ANALYSIS

To use, once you've entered client details in for a new quote, you can select Launch Needs Analysis to open the tool.

To get to the NA from a quote, select Back next to the clients details at the top and click Launch Needs Analysis from there.
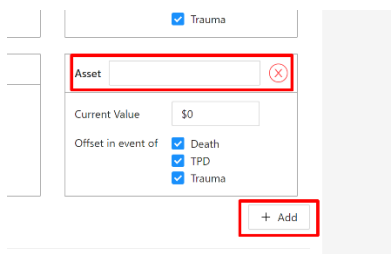

Go through each tab and fill in all the details for the client.

Certain parts of the analysis are customizable, such as the Assets pictured below. The answer options make it very flexible for different client scenarios.

Once you've finished and are viewing the calculated cover graphs, the actions you can do are pictured below. You can view the Omnium disclaimer and Methodology for the Needs Analysis, and you can send the amounts through to the quote and research tool to get premiums by selecting Send to OmniLife.

4.0 ADVISER PREFERENCES

The settings for your account are in Adviser Preferences, the gear icon in the top right corner.

From here you can make changes to the insurers you use in quoting, customize the score weighting, and change the report format.

4.1 INSURER OPTIONS

This section allows you to change the insurers in your APL, as well as to change commission levels and customize product lists.

- Commission setting for Minimum or Maximum commission levels. Clicking one of those options will set all insurers to the least or greatest commission setting.

The left column lists the retail insurers and below the industry funds available for using in the quote system. The tick box to the left of each insurer name is used to select (tick) or deselect (untick) the insurers you want to include or not.

- Click on the Insurer Name to see that insurer's specific commission levels list and product list in the middle column.
- The Default Commission Level can be set for the insurer using the dropdown and choosing the level (this must be done for each insurer individually as each has their own specific commission level list).
- You can also choose commission levels for certain products by choosing from the dropdown by the products below.
- Click on the Products tab in the middle column to select or deselect certain products for that specific insurer. Deselecting means they won't be included in any quotes you do.
- Click on the Campaigns tab in the middle column to select a certain **discount** that company offers that you want to turn on for your quotes.

Make sure you select Update Settings before going back to the quote screen to save and update the changes.

NOTE: Commissions and Campaigns also changeable from the Actions dropdown when doing a quote (see page 6 for more information)

4.2 SCORING

Click on the scoring tab at the top to change the score display and the settings for the combined scores.

- Choose a score mode
- Tick the bubble next to the score display you want to see (A-E, percentage, stars)
- Choose weighting for Feature Scores (essential, balanced, comprehensive)

- To change the weighting of Price vs Features in the Combined score settings for overall, make sure the dropdown says Single Weighting and click and drag the blue dot on the scale to your preferred setting (default is 50% / 50%).

Select how you want the pricing and features to be weighted against each other in the Combined Scores:

Single Weighting

Pricing 50%, Features 50% (Reset)

- To change the score weighting of Price vs Features in Combined Score settings per cover type, select Per cover Type from the dropdown and drag the dot along the scale for each cover type (default still 50/50)

Select how you want the pricing and features to be weighted against each other in the Combined Scores:

Per Cover

Cover Types

Life: Pricing 60%, Features 40% (Reset)

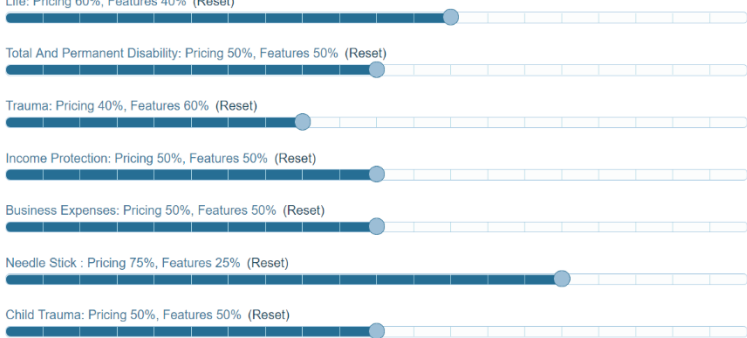Total And Permanent Disability: Pricing 50%, Features 50% (Reset)

Trauma: Pricing 40%, Features 60% (Reset)

Income Protection: Pricing 50%, Features 50% (Reset)

Business Expenses: Pricing 50%, Features 50% (Reset)

Needle Stick : Pricing 75%, Features 25% (Reset)

Child Trauma: Pricing 50%, Features 50% (Reset)

Be sure to click Update Settings to save and update the changes.

4.3 INSURER LOG INS
This is the system that transfers and validates the quotes from OmniLife to the insurer software.

In this tab you can enter in your adviser details for the insurer to be saved, so whenever you transfer a quote you won't have to re-key your username and password.
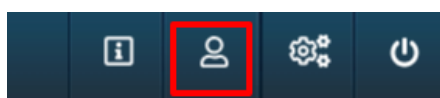
4.4 DEFAULTS
This tab allows you to:

- Set default Quote options mode (specific or flexible)
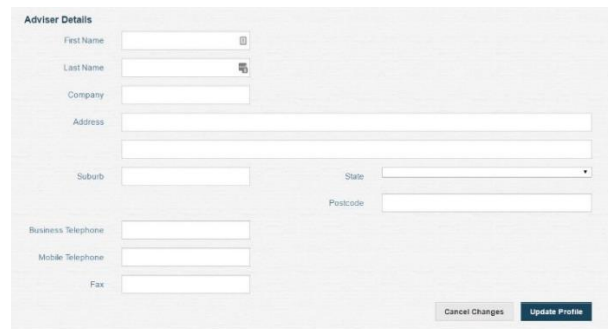- Choose the default report setting

4.5 PROMOCODE
This allows you to activate a quote campaign discount if you have the code from the insurer.

5.0 ACCOUNT PROFILE

Click on the person icon button in the top right corner of the window. This will take you to your personal account settings.
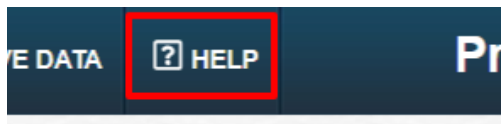
In this screen, you can change your password and record your personal adviser details.

If you get a message when logging in that your account is already logged in, this is because you didn't log out last time you used OmniLife before closing the browser. Make sure to log out of the software each time before exiting.

6.0 HELP

Please use these resources before calling or sending an email for support.

6.1 GLOSSARY

As an independent researcher, we analyse premiums and research across many different insurance insurers. Each insurer will use their own terms and definitions to describe their products.

Here at Omnium we use a set of standard terms that can be found throughout our software, which may feel familiar depending on your individual background and experiences in the Australian life insurance industry.

The Omnium Glossary aims to help answer some common questions on how the comparison tool is impacted by the options that you've selected and provide definitions of the terms used.

6.2 RESEARCH METHODOLOGY

Here you will find the PDF document which explains our in house scoring and research methodology.

6.3 FAQ

A list of frequently asked questions that we get about the software, quote options, and other features which you may not understand. You may find an answer to your query here.

6.4 TRAINING VIDEOS

Very helpful resources that our team have recorded and developed for our users. There is a full demo walkthrough video of the entire software as well as specific videos that take you through certain features of OmniLife you may have questions about.

6.5 PASSWORD

OmniLife requires you to have a password set for your account for security purposes.

You can request a password reset by clicking Reset Password from the log in screen and entering in your email address. That email address will be sent a reset link to update the password for the account.

NOTE: For new or trial users the reset link will NOT work if you haven't done the initial account and password set up via the link sent when the account was initially activated. If you need a new initial set up link, please contact us.