Professional Banking Fundamentals CHAPTER 4 - Serving Customers – Products & Services

Unit 6 – Life Insurance

Storyboard Revision History

Date	Task	By	Version
6/8/2020	Storyboard	Finsia - JR	1.0
13/08/2020	Review	Chuck	1.1
13/08/2020	Final Review	KB	1.1
13/08/2020	TLF	Chuck	2.0

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Global Notes for Development Team

Please ensure alignment with the FINSIA branding guidelines (supplied) and ensure all units are accessible to an AA rating.

Maximise interactivity and interest where possible (and practical). For example: push slide transitions when next button clicked; click/hover and reveals; animations such as bullet points floating in one by one; inclusion of interesting banking facts throughout (click to play audio and reveal fact).

All buttons clickable and states to change when button hovered over (for accessibility purposes – i.e. when learner using keyboard to navigate)

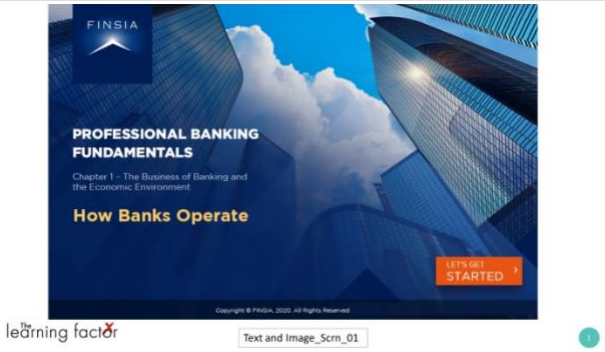
Screens to be kept light and airy with maximum use of white space where possible/practical.

All units to be responsive to user's technology with minimal impact to overall look and feel of units no matter what device is being utilised.

NOTE FOR REVIEWERS: Any text in green is newly added for the flow and navigation of the eLearning only.

Page Title	Unit Launch	Type	Text and Image_Scrn_01	Number	1

Screen Layout

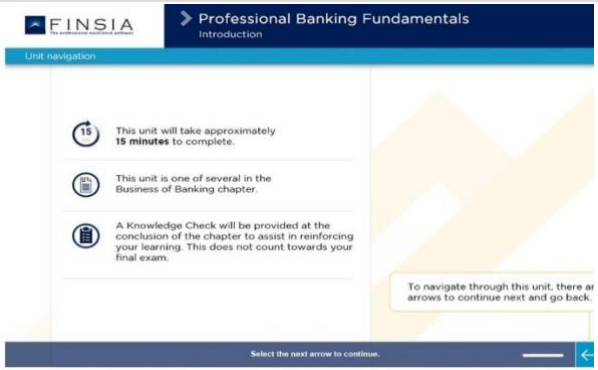


Unit launch image to be consistent throughout this chapter.

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
1.		Professional Banking Fundamentals Serving Customers – Products & Services Life Insurance Let's Get Started	Use images guidelines a per FINSIA branding. Select/use image from Unit 1 covering page. Use for all Units for this chapter.	Please refer to layout for suggested treatment of headings. "Let's get Started" button should be clickable. FINISA logo to be included

Page Title	Unit Navigation	Type	Text and Icons_Scrn_01	Number	2

Screen Layout



Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
1	Nil	This unit will take approximately 15 minutes to complete. To navigate through this unit, there are arrows to continue next and go back. This unit is one of several in the Serving Customers – Products & Services chapter. A Knowledge Check will be provided at the conclusion of the chapter to assist in reinforcing your learning. This does not count towards your final exam.	We need to give the learners a brief intro into the navigation of the unit (i.e. length of unit, content, and knowledge checks) .	All buttons clickable and states to change when button hovered over (for accessibility purposes – i.e. when learner using keyboard to navigate) • Next • Back • Exit • Home • Resources

Page Title	Learning Introduction and Objectives	Type	Text and Icons_Scrn_03	Number	3

Screen Layout

Event	Video/Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
1		Introduction Welcome to the “Life Insurance” unit. In this unit we will look at increasing your awareness and understanding of the range of insurance products and services that may be offered by banks in Australia. By the end of this unit you will be able to: • Explain the life insurance products that may be used to meet customer needs. Click next to explore loan products and other services.	Global note to developers: Program, title and page headings as agreed in previous units. Follow FINSIA branding guidelines throughout	Animate bullet points one by one e.g. slow float in animation. Give learners time to read each one before next one appears Standard screen navigation Transcripts to be included where appropriate.

Page Title	Life Insurance	Type	Icons Click and Learn_Scrn_07	Number	4

Screen Layout

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
1		Life insurance is a term used to describe a broad set of insurance policies designed to pay out should an adverse event happen to a person, such as: Select each icon to learn more. • Death • Inability to work or undertake daily functions, either permanently or temporarily, due to disability (through injury or illness) • Suffering a trauma or critical illness	 DETAILS Credit: bubaone Creative #: 165802792 Licence type: Royalty-free Collection: DigitalVision Vectors Release info: Model and property released Having a skim view of Gettys images I could not locate a set of icons that were ideal, although you may have a broader selection. I did like the insurance icons detailed above however it might be a case of needing to use the first icon three times.	Static text. Button click template (three icons – 1 for each bullet point) Standard screen navigation.

Page Title	Life Insurance (continued)	Type	Image Click and Learn_Scrn_07	Number	5

Screen Layout

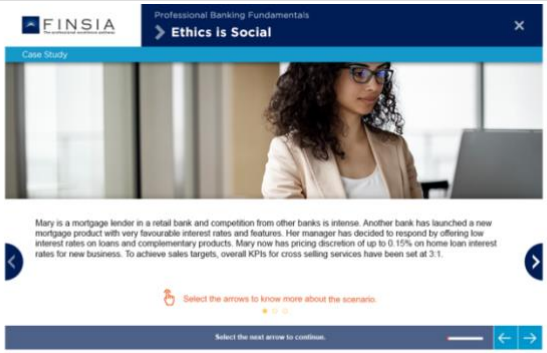
Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
1		Select each image to find out more about the most common types of life insurance policies. **Life Insurance** These policies pay the policy owner a lump sum in the event of the death of the life insured within the contracted term. The sum insured for a life insurance is determined by a range of factors including the annual premium. It doesn't include a savings component. Most life insurance policies are guaranteed renewable, which means the cover will continue after the initial specified term on payment of the annual premium.		Static text. Image click and reveal. Heading images are the following • Life insurance • Insurance Bonds • Trauma Insurance • Income Protection Insurance Standard screen navigation.

		When the policy is cancelled or lapses, there is no surrender (cash) value. Many people with loans, such as a mortgage, take out a life insurance policy to ensure there are sufficient funds to pay out the outstanding debt if the borrower dies. **Insurance Bonds** Insurance bonds are life insurance policies backed by investments within a life office statutory fund. They have a nominal term of 10 years, although this can be extended or reduced if required. Insurance bonds usually have an establishment charge, and the entire premium contribution is directed towards investment rather than insurance cover. It is possible to calculate the bond's value at any time by taking the value of the investments of the fund and dividing by the number of units issued. Insurance bonds can be tax-effective, especially if retained for at least 10 years. **Trauma Insurance** Trauma insurance is a type of disability insurance which is often attached as an extension (or rider) to a term life insurance policy. However, it is increasingly being purchased as a standalone product.		(Note for PDF rework, endowment insurance has been removed)

		Also known as critical illness insurance, these policies provide a lump sum payment to the policy owner upon the first diagnosis of one of a number of specified medical conditions or injuries. Policies differ in terms of the types of medical conditions covered and how these conditions are defined. The most common conditions covered are cancer, stroke, heart disease and heart attack. **Income Protection Insurance** Income protection insurance policies provide the policy owner with replacement income in the event that the life insured becomes unable to earn an income due to injury or illness. Also known as disability income insurance or salary continuance, these policies feature a waiting period (usually between two weeks to two years), a maximum benefit period (usually set between two years to age 65), and a maximum benefit payable (usually 75% of the insured's gross employment earnings). Premiums are usually tax deductible.		

Page Title	Case Study - Cameron	Type	Case Study_Scrn_01a	Number	6

Screen Layout



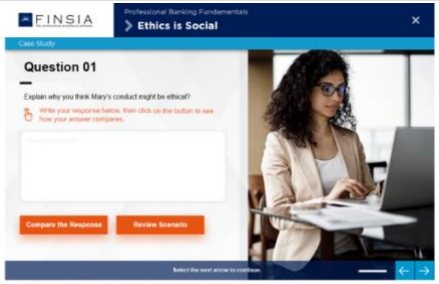
Case Study_Scrn_01a

Pages 6 and 7 may be able to be presented on the same slide. Leave the call with the developer.

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
1		Consider Cameron's situation. Cameron is 22 years old and has just started full-time work. He has no debts or dependants and is saving to buy a home.		Static text Standard screen navigation.

Page Title	Case Study - Cameron	Type	Case Study_Scrn_01c	Number	7

Screen Layout

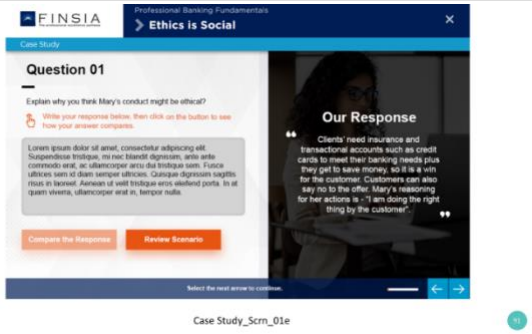


Case Study_Scrn_01c

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
2		Question What type of 'life' insurances may suit Cameron's needs and why? Write your response below, then click on the button to see how your answer compares.		Image click and reveal. Text for the heading 'Personal Loans'. Standard screen navigation.

Page Title	Case Study - Cameron	Type	Case Study_Scrn_01e	Number	8

Screen Layout

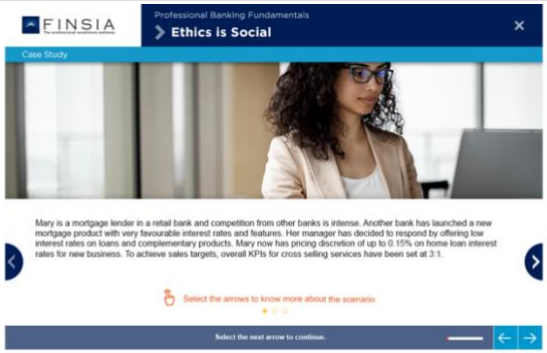


Case Study_Scrn_01e

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
3		**Our Thoughts** Cameron's main insurance need is income protection insurance. His ability to earn an income is Cameron's greatest asset, and his entire financial security would be jeopardised if he was unable to work due to illness or injury. As he has no debts or dependants, life insurance is not as important; however, he should also consider taking out total and permanent disability and trauma cover which would provide lump sums in the event of making a claim.		Static Text Case study response screen when student clicks on the Compare the response button. Standard screen navigation.

Page Title	Case Study - Nathalie	Type	Case Study_Scrn_01a	Number	9

Screen Layout



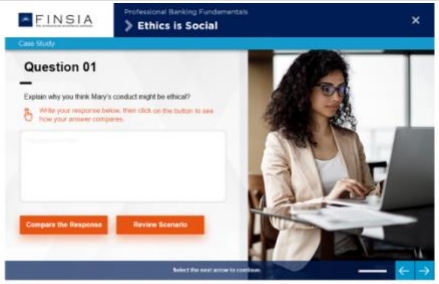
Case Study_Scrn_01a

Pages 9 and 10 may be combined, developers call.

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
4		Consider Nathalie's situation. Nathalie is 35 years old and combines 10 hours part-time work with full-time care of her young children. She has minimal debt but wants to make sure that her family is taken care of if something were to happen to her.		Static text Standard screen navigation.

Page Title	Case Study - Nathalie	Type	Case Study_Scrn_01c	Number	10

Screen Layout



Case Study_Scrn_01c

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
5		Question What type of 'life' insurances may suit Nathalie's needs and why? Write your response below, then click on the button to see how your answer compares.		Image click and reveal. Text for the heading 'Personal Loans'. Standard screen navigation.

Page Title	Case Study – Nathalie	Type	Case Study_Scrn_01e	Number	11

Screen Layout

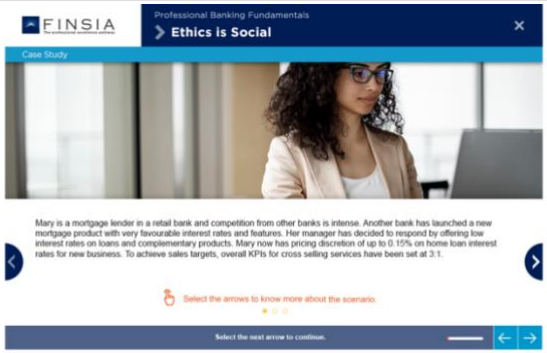
Case Study_Scrn_01e

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
6		**Our Thoughts** Given the number of hours Nathalie works each week, she may not be able to obtain income protection insurance, however she should review her life, total and permanent disability and trauma cover. Putting these insurance policies in place with an appropriate sum insured would help protect her and her family financially should she suffer a serious illness, injury or death. The sum insured for life insurance should ideally enable the family to pay out any debts, as well as provide a lump sum to replace Nathalie's income and fund additional expenses (education, childcare, domestic assistance and so on). The sum insured for total and permanent disability and trauma should not only		Static Text Case study response screen when student clicks on the Compare the response button. Standard screen navigation.

		cater for medical expenses, but also enable domestic assistance and meet other living costs where needed.		

Page Title	Case Study – Jeremy and Louise	Type	Case Study_Scrn_01a	Number	12

Screen Layout



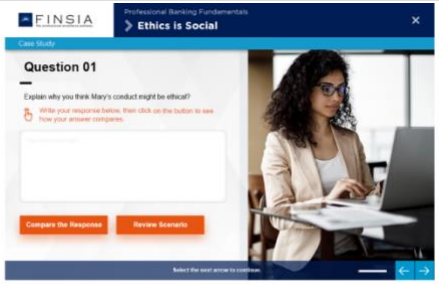
Case Study_Scrn_01a

Depending on best layout pages 12 and 13 could be combined, developer's call.

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
7		Consider Jeremy and Louise's situation. Jeremy and Louise are both 42 years old, married, with two teenage children. They have $300,000 remaining on their home loan but have no other debts. Apart from their superannuation and $20,000 in their offset account, they have no other significant financial assets. Both Jeremy and Louise work full-time, earning $150,000 and $90,000 respectively.		Static text Standard screen navigation.

Page Title	Case Study – Jeremy and Louise	Type	Case Study_Scrn_01c	Number	13

Screen Layout

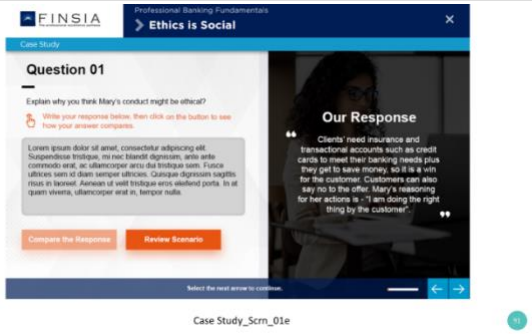


Case Study_Scrn_01c

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
8		Question What type of 'life' insurances may suit Jeremy's and Louise's needs and why? Write your response below, then click on the button to see how your answer compares.		Image click and reveal. Text for the heading 'Personal Loans'. Standard screen navigation.

Page Title	Case Study– Jeremy and Louise	Type	Case Study_Scrn_01e	Number	14

Screen Layout



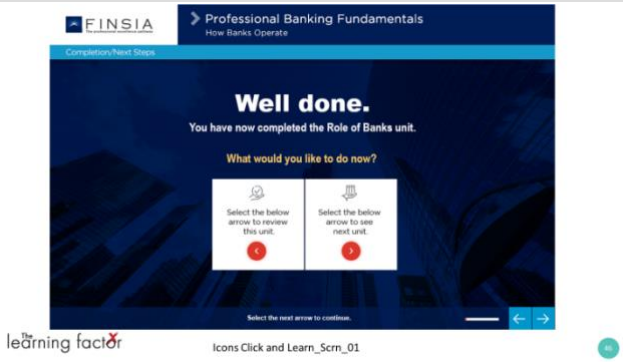
Case Study_Scrn_01e

Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
9		**Our Thoughts** It is important to remember that both Jeremy and Louise require comprehensive cover. It is not appropriate to address only Jeremy's needs as the main income earner, because if something were to happen to Louise, this would also leave the family financially vulnerable. It's important therefore, to review each person's life, total and permanent disability, plus trauma and income protection cover. The sum insured for life insurance should ideally enable them to pay out any debts, as well as provide a lump sum to replace the income of the deceased partner and fund additional expenses (education, childcare, domestic assistance and so on).		Static Text Case study response screen when student clicks on the Compare the response button. Standard screen navigation.

		The sum insured for total and permanent disability and trauma cover should not only cater for medical expenses, but also allow the healthy partner to take time off work to assist the unwell partner, as well as enable domestic assistance and meet other living costs where needed.		

Page Title	Completion and Next Steps	Type	Icons Click and Learn_Scrn_01	Number	15

Screen Layout



Event	Audio	On-Screen Text (OST)	Internal Development Notes	Screen/Media Treatment
1		Well done. You have now completed the Life Insurance unit. What would you like to do now? Click here to see next unit. Click here to review this unit.		Basic completion notification and next steps actions. This screen displays when all slides have been viewed. Click box to take learners to next step. **Click here to see next unit**. Action to save result, exit the screen and return learners to their LMS. **Click here to review this unit.** Action to return users to the home page of this unit.

				Remove all other navigation with exception of “X” close button Action on click: to save result, exit the screen and return learners to their LMS