

The Life Insurance Policy Booklet details the features, benefits, and exclusions of the insurance product, providing coverage for the life insured with premiums payable monthly or annually from the policy start date. Premiums are guaranteed not to change unless the policy is modified, with an option for increasing cover that may rise in line with the Retail Prices Index (RPI), capped at a 15% annual increase. If premiums remain unpaid for 60 days, the policy may be canceled without a refund of any premiums paid, although a pro-rata refund of the annual premium will be issued for the remaining months of coverage in the event of a claim. The policy offers level cover, which remains constant, or decreasing cover, which reduces over time, often linked to mortgage repayments. Benefits are payable upon the death of the life insured or diagnosis of a terminal illness, with specific definitions provided for terminal illness claims. Exclusions include death within the first year due to suicide or self-injury, and claims may be denied if the life insured does not meet coverage definitions, if premiums are not current, or if inaccurate information was provided during the application process. A Waiver of Premium option is available for an additional cost, allowing premium payments to be waived after 26 weeks of incapacity, with specific definitions of incapacity provided.

Policyholders can change their policy under certain conditions, such as marriage or changes in employment, allowing for increased coverage without further medical information. Joint life policies can be separated under specific circumstances, such as divorce, requiring evidence and consent from both parties, with new single life policies maintaining the same coverage as the original joint policy, subject to the terms and conditions at the time of the change. The policy allows for various changes, including increasing or decreasing coverage, adjusting the coverage period, removing a life insured in joint life cover, and changing premium payment frequency. To process these requests, the policyholder must provide consent via an amendment form, which may require a health questionnaire. If any health-related questions are answered affirmatively, a full application may be necessary, and coverage may not be guaranteed for both lives insured. Changes may result in the cancellation of the original policy and the issuance of a new one with potentially different terms and

conditions, which may also affect premium amounts.

The policy is subject to general conditions, including the right to amend terms due to changes in legislation or regulations, and the insurer may cancel the policy or refuse claims to comply with legal requirements related to financial crime. Governed by English law, all communications will be in English. Claims must be reported using specified contact details, providing necessary information such as the policy number and the life insured's GP details. Different types of claims require specific evidence, such as a death certificate for life cover or proof of terminal illness for that specific coverage. Claims for waiver of premium must be reported within 16 weeks of incapacity onset. Payments for claims are made as a lump sum to the legal owner of the policy or their representative, and payments are only made in GBP to a UK bank account. If a joint life policy results in a valid claim, the remaining life insured can request a new single life policy within six months, maintaining the same coverage amount and terms, but not extending beyond the life insured's 70th birthday or one year after the policy expiry date.

The policy can be canceled at any time, with a full refund of premiums if canceled within 30 days of receipt of the policy and notice. After 30 days, no refunds are provided for monthly payments, while annual payments receive a proportionate refund. Complaints can be directed to the insurer or escalated to the Financial Ombudsman Service if unresolved. The Financial Services Compensation Scheme (FSCS) may provide compensation if the insurer cannot meet claims, with coverage typically available for most customers. The policy also includes definitions for key terms and information on obtaining alternative formats of the document.