



ASSURANT
Solutions



Mortgage and Payment Protection Plan

Accident, Sickness and Unemployment
Policy Summary

Assurant Solutions | Intermediary

Important information

This is a summary of the cover your insurance provides. Please note that this document does not contain the full Terms & Conditions of the contract, these can be found in the Certificate of Insurance.

This is not a policy document. We will send you a certificate of insurance once your cover has started. Please read it carefully to make sure that you are satisfied with the terms of the cover. You may also ask for a copy of the certificate from Adminicle Ltd at any time. The address is below. You should keep a copy of all correspondence you have entered into to complete this insurance.

Assurant Intermediary Ltd, Adminicle Ltd, Assurant General Insurance Ltd are all authorised and regulated by the Financial Services Authority.

We and you can choose the law which will apply to this insurance. Unless we have otherwise agreed, this contract of insurance will be governed by English law.

What is the Assurant Intermediary Ltd Mortgage and Payment Protection Plan?

Your mortgage or rent payments are probably the largest financial commitment that you will ever have, alongside which you will have regular monthly outgoings for insurance, Council Tax, water, electricity and gas charges and maybe even car or bank loans. During the period of your mortgage and other financial commitments, your personal circumstances could change many times, and so could economic circumstances outside your control. This wide-ranging mortgage and payment protection plan will give you confidence and peace of mind in the knowledge that your payments will be covered if you cannot work due to accident or sickness or if you become unemployed. The cover provides payments until you can return to work, up to 12 or 24 monthly benefits for each claim dependent on the level of cover chosen.

Am I eligible?

The plan is available to anyone over 18 and under 65 at the end date. (All cover ends at your normal retirement age, which means the state pension age as defined by the Department for Work and Pensions or the date you retire from work, or you receive an occupational pension, whichever is sooner.) When applying for this cover, you must:

- be in good health;
- be working and have been so for at least the past six months;
- be in full-time employment in the United Kingdom (for at least 16 hours a week); and
- have a mortgage secured on your main home in the UK.

If 2 people are applying (who meet eligibility conditions), you may choose joint cover. If you make a claim, we will pay the relevant part of the benefit to the person claiming.

Are contract workers eligible

Yes, as long as your contract has been renewed at least once and you believe it will continue to be renewed.

What if I am self-employed or a company director or partner?

You are still eligible for cover. To make a claim for unemployment benefit, you must prove that your business has stopped trading and provide copies of your notice to HM Revenue and Customs, and have registered for Jobseeker's Allowance at the appropriate offices. All other conditions and restrictions for unemployment will apply.

How much can I insure?

You can choose how much cover you need. It can be made up of your regular monthly mortgage or rent payments, plus any other regular monthly insurance, life cover, utility bills (gas, phone, Council Tax and so on) bank loans depending on an overall limit of £2,000 a month or 75% of your monthly income (before deductions), whichever is less.

What if I change my lender?

As your cover is not linked to any particular lender, you can take it with you, so you can change your mortgage without the need to apply again for protection.

How does the Assurant Intermediary Ltd Mortgage and Payment Protection Plan work?

Death and terminal illness

Where selected as an option to your policy (please refer to your Policy Schedule for details of your particular level of cover and the policy excess applicable if any) we will pay 12 monthly benefits in total on your death or on the diagnosis of a disease process which, in the opinion of a specialist consultant holding such an appointment at a senior hospital in the United Kingdom, is likely to lead to your death within twelve months of notification to us. We will make no payment however if the diagnosis of the disease process is within the first three months of the start date.

Accident and sickness

If you cannot work because of accident or sickness after the start date and before the end date for at least 30 days in a row, we will pay one month's benefit. After this you will receive an amount equal to th of your monthly benefit for each day you cannot work (paid each month) up to 12 or 24 benefits for each claim dependent on the level of cover chosen.

Involuntary unemployment

- after the start of cover for a new mortgage, remortgage or rent payments; or
- after 90 days from the start of cover on an existing mortgage, rent payments or other commitments.

The payments will continue until you return to full-time employment and we will pay up to 12 monthly benefits for each claim. You must return to work for six months before you can claim again. You must register with Jobcentre Plus. We will ask for your benefit information for insurance purposes form (or the government equivalent) and may ask you to prove that you have been looking for another job. You must also be eligible for and receiving Jobseeker's Allowance or National Insurance credits.

What is a voluntary Excess?

At the time of application you may choose to have a Voluntary Excess added to the policy of 30 or 60 days. This has the effect of reducing your premium amount but this also means that the first 30 or 60 days of any claim will not be paid, effectively increasing the time you would wait before you would receive your first benefit payment in the event of any claim.

How do I apply?

Fill in the application form attached to this leaflet and return it to your adviser. Once we have accepted you for cover, we will send you a certificate of insurance setting out the full conditions of cover.

Start date

Single premium policy We will provide cover when you complete your mortgage or remortgage and receive the relevant premium.

Monthly premium policy We will provide cover as shown on your schedule of insurance (if you pay the relevant premium).

Your right to cancel

Single premium policy If you are not satisfied that this insurance is suitable for your requirements, you may write to us within 30 days of the start date or within 30 days from which you received your Certificate of Insurance, whichever is the later and we will cancel your cover without charge.

If you wish to cancel your policy after 30 days from receiving these policy conditions you must give 30 days notice. If you do this or you repay your loan early we may give you a refund of part of the premium. We work out refunds using an actuarial method. This has the effect of apportioning more of your premium to the early part of the policy term when we bear most of the risk and costs. This is because many of our costs are incurred at the beginning of the policy and because the amount we might have to pay out for a claim is greater at the beginning of the policy than at the end.

If you have made a claim and received benefit on this policy the benefit amount already paid will be deducted from any refund due to you.

For any refund after 30 days, an admin fee of £100 will be charged.

Typical refund example:

A customer who originally purchased a policy to cover a £500 per month mortgage repayment, against Accident, Sickness & Unemployment, with a 12 months benefit period and a term of 5 years, at a premium of £1575, who cancelled the policy with 30 months still to run and having made no claim on the policy, would receive a refund of £531

The above example is for illustration purposes only, individual circumstances will apply. You may write to the administrator at any time to request a personal valuation of any refund due should you wish to cancel.

Monthly premium policy If you are not satisfied that this insurance is suitable for your needs, you may write to us within 30 days of the start date of the insurance or

within 30 days from the date on which you received your certificate of insurance, whichever is later, and we will cancel your cover without charge. After this initial period, you can cancel this insurance by cancelling your direct debit at any time during the life of this insurance. We can withdraw cover if you do not pay any monthly payment within 14 days of the date it is due.

When will my cover end?

Single premium contract The cover will end on the date shown on your schedule of insurance.

Monthly premium contract You can end your cover at any time by letting us know in writing. The insurer can end your cover or change your monthly premium by giving 90 days notice in writing to your last known address. Your cover will end automatically if you fail to pay your premium.

In the case of both the single or monthly premium contract, your cover will end when your financial commitments end, if you die, when you retire or on your 65th birthday (60th for a woman), whichever is earliest, or on the day you transfer your agreement to someone else.

Are there any restrictions?

The following is a summary of the main exclusions. Please see section 7 of the conditions for full details of all exclusions.

We will not pay any benefits if your disability results directly or indirectly from:

- any emotional or psychiatric condition (unless it is due to organic mental disease or psychosis), a problem caused as a result of a virus or myalgic encephalomyelitis (ME);
- backache and related conditions unless there is other medical evidence (for example, an MRI scan) of the abnormality, which we may need to check your claim;
- pregnancy, normal pregnancy-related conditions, childbirth and abortion;
- deliberately self-inflicted injury or illness; or
- any conditions that you knew about at the start date or were receiving medical treatment or advice for during the six months immediately before the start date which come back within 12 months of the start date.

We will not pay an unemployment claim if:

- it occurs within 90 days of the start date for an existing mortgage, rental agreement or other regular monthly commitments;
- at the start date you knew you were to become unemployed, or it is reasonable for us to say that you knew that it was likely to happen;
- it is a regular or seasonal event that happens in your job;
- it is in any way voluntary, or for any period for which you have received any payment instead of notice, or for any period after you have stopped working and before the date you are made redundant by your employer;
- it is a result of your deliberate misconduct, dishonesty or fraud;
- you are not thought to be making a genuine and continuing effort to get work;
- it is brought about by the end of a fixed-term contract (this exclusion does not apply if you have been in continuous work with the same employer for at least six months and your contract has been renewed at least once, and you have no reason to believe it will not be renewed);
- your unemployment results directly or indirectly from a strike or labour dispute in which you took part; or
- you refuse any offer of reasonable other employment by your employer, which because of your qualifications and previous experience and the location of that job it would have been reasonable for you to accept.

We will not cover unemployment or disability if:

- your disability or unemployment results from civil unrest, war, terrorism, radiation and radioactive contamination from nuclear waste or any related event or earthquake;
- HIV (human immunodeficiency virus) or any HIV-related illness including AIDS (acquired immune deficiency syndrome);
- or taking alcohol or drugs, unless under the advice or supervision of a doctor.

How do I claim?

Simply contact the Assurant Intermediary Ltd scheme administrator, Adminicle Ltd,

Callidus House, Cirencester Business Park, Love Lane, Cirencester, Gloucestershire. GL7 1XD. Phone 01285 886600 and ask for a claim form.

You should return the filled-in form directly to the same address together with supporting papers or certificates.

Send us your claim straightaway but no later than 90 days after the start of your disability or unemployment. You still have to pay premiums during a claim. Cover and benefit will end immediately if any premium is more than 30 days overdue.

Customer care

If you have a complaint under this insurance, you should first write to:

The Administrator, Adminicle Ltd, Customer Service Division, Callidus House, Cirencester Business Park, Love Lane, Cirencester, Gloucestershire. GL7 1XD. Phone 01285 886600. Please be ready to quote your certificate number so that your enquiry or complaint may be dealt with promptly. If you are still not satisfied, you should contact our underwriters:

Assurant General Insurance Ltd
117-119 Whitby Road, Slough, Berkshire
SL1 3DR.

Finally, if the matter is still not sorted out after the above have been contacted, you can then approach the Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London E14 9SR, to review the case. Making a complaint does not affect your right to take legal proceedings.

Financial Services Compensation Scheme

If we cannot pay a claim, you may be protected by the Financial Services Compensation Scheme ('FSCS'), which was set up under the Financial Services and Markets Act 2000. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the rest of a claim. You can get more information on this scheme from the FSCS at 7th Floor Lloyds Chambers, Portoken Street, London, E1 8BN.

We can provide a copy of this document in another format if you ask.

Adminicle Ltd is the appointed agent of Assurant General Insurance Ltd and Assurant Life Ltd for the purposes of collecting premiums, refunding premiums and managing and paying claims under this policy.

At Assurant Intermediary Ltd we want you to understand our products, the cover they provide and your responsibilities. This policy has been approved by Plain English Campaign because the language and layout are clear.

Assurant Solutions | Intermediary

Scheme arranged by

Assurant Intermediary Limited
Aviator Court
Clifton Moor
York YO30 4UZ

The Direct Debit Guarantee

This guarantee should be detached and retained by the payer.

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change, Adminicle Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If any error is made by Adminicle Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.



Adminicle

Claims administration
Adminicle Ltd
Callidus House
Cirencester Business Park
Love Lane
Cirencester
Gloucestershire GL7 1XD
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