

Income Protection insurance

1. Policy Summary

This is a summary of the policy cover for Income Protection insurance, and does not include the full terms and conditions of the contract, which can be found in the policy document. A specimen policy document is available on request from Source.

2. Who is providing this insurance policy?

This policy is underwritten by Great Lakes Reinsurance (UK) PLC. The policy is managed and claims are administered on behalf of the insurer by FirstAssist Insurance Services Limited. The policy is issued and administered on behalf of FirstAssist by Source Software Limited.

3. What is Income Protection?

Income Protection is an insurance designed to provide an income to help meet your monthly bills, when you can't work through accident, sickness or unemployment.

- Three levels of cover are available:
- Disability (accident & sickness) cover
 - Unemployment cover
 - Disability & Unemployment cover

There are four excess period options. The excess period is number of days at the start date of your claim for which nothing is payable. The waiting period shown below is the number of days at the start date of your claim that you have to wait before your entitlement to benefit commences.

Excess Period	Waiting Period	Benefit Payable	First Monthly Benefit payable
0 days excess period ("day 1" cover)	30 days	For each day back dated to day 1	31st day
30 days excess period	30 days	For each day from day 31	61st day
60 days excess period	60 days	For each day from day 61	91st day
90 days excess period	90 days	For each day from day 91	121st day

4. Am I eligible?

- Income Protection is available to anyone who is:
- aged 18 or over and under 65 years of age;
 - living and working permanently in the UK;
 - in continuous permanent employment including self employment, for at least 16 hours a week; and (if you select Disability and Unemployment cover or Unemployment cover)
 - not aware of any impending unemployment, whether or not you have received official notification and your employer has not announced any job losses, departmental or company restructure, or a merger with another company.

- If you:
- are a fixed term contract worker, on a contract of at least 12 months duration; or
 - suffer from a medical condition;

You can still be covered but terms may apply. For further details please refer to 'Are there any significant exclusions?' and the 'What We will not cover' sections of the policy document.

5. Is a joint policy available?

Yes, you will each need to select an appropriate monthly benefit.

6. What if I am self-employed, or I have or a family member has, control of the company that employs me?

You are still eligible for cover. To claim for unemployment benefit you must provide proof that you:

- have involuntarily ceased trading and declared this to the HM Revenue & Customs, and
- are registered as unemployed, available and actively looking for employment.

Important Note

Any change in your employment status may affect your entitlement to claim for the benefits offered by this policy, therefore please notify Source of this as soon as possible.

7. What are the significant features and benefits?

The cover options

Disability cover

This pays a benefit if you are unable to work due to disability. Disability means accident or sickness as certified by a doctor. Normal pregnancy or childbirth is not classified as disability.

Unemployment cover

This pays a benefit if you become unemployed or have to give up work to become a carer. Unemployed means being out of paid work, registered with the Jobcentre Plus or relevant government agency, available for and actively seeking work. Becoming a carer means looking after a member of your immediate family on a full-time basis and are either in receipt of or awaiting a Carer's Allowance from the Department for Work and Pensions.

Disability and Unemployment cover

Both of the above.

The excess period options

0 days excess period ("day 1" cover)

This option pays if you are off work for at least 30 days in a row. A daily benefit equal to 1/30th of the monthly benefit will become payable for each day you are off work backdated to the first day. Benefit will be paid until the day you return to work or for the maximum of 12 monthly benefits.

30 days excess period

This option pays if you are off work for at least 30 days in a row. A daily benefit equal to 1/30th of the monthly benefit will become payable from the 31st day for each further day you are off work. Benefit will be paid until the day you return to work or for the maximum of 12 monthly benefits.

60 days excess period

This option pays if you are off work for at least 60 days in a row. A daily benefit equal to 1/30th of the monthly benefit will become payable from the 61st day for each further day you are off work. Benefit will be paid until the day you return to work or for the maximum of 12 monthly benefits.

90 days excess period

This option pays if you are off work for at least 90 days in a row. A daily benefit equal to 1/30th of the monthly benefit will become payable from the 91st day for each further day you are off work. Benefit will be paid until the day you return to work or for the maximum of 12 monthly benefits.

"Back to work" assistance

If you select either Unemployment cover or Disability & Unemployment cover, the benefits of the policy includes an unemployment telephone assistance service. This service is available should you ever be faced with unemployment. The advisers will provide advice and guidance on a range of issues and they will also provide you with an information pack to assist you in securing another job.

8. How much can I insure?

You can choose how much cover you need. The monthly benefit you select should not be more than 50% of your individual gross monthly income or £1,000, whichever is the less.

9. Are there any significant exclusions?

The cover is very wide, but as with all insurances there are some exclusions which apply, full details of which can be found under the 'What We will not cover' sections of the policy document.

The main exclusions that apply to our policy are as follows:

Disability and Unemployment claims

- Any chronic or continuing medical condition you already have.
- Any medical condition which occurs in the first 24 months of the policy as a result of any medical condition for which treatment had been given or diagnosis commenced during the 12 months before the start date.

Disability claims

- Backache and back related conditions unless radiological evidence of abnormality is confirmed by a doctor.
- Stress and stress-related conditions unless diagnosed by a psychiatrist.

Unemployment claims

- Unemployment which you knew to be impending at the start date of your policy.
- Unemployment which is notified or occurs within 120 days of the start date of your policy.
- If you are not in employment for the six months prior to your first unemployment claim.
- Unemployment which arises from any programme of job losses, any departmental or company restructure, or merger with another company, announced by your employer before the start date of your policy, or within 120 days after the start date of your policy.
- Unemployment which results from the natural expiry of a fixed term contract, unless:
 - immediately prior to your claim you are employed on an annual contract that has been renewed at least once;
 - immediately prior to your claim you have been employed on a contract with the same employer for a period of 24 months; or
 - you were previously employed on a permanent contract with the same employer.
- If you are a contract worker and your contract is terminated early, any period of unemployment beyond the date your contract would have otherwise naturally expired;
- Unemployment which is voluntary or a normal or seasonal occurrence in your occupation.
- Unemployment after a period of casual, temporary or occasional work.

Carer claims

- If you know that a member of your immediate family would require a carer at the start date of the policy.
- If you apply for a Carer's Allowance or are notified of receipt of Carer's Allowance within 120 days of the start date of your policy.

If you qualify for a disability claim but continue to receive an income from your employment, the monthly benefit will be reduced so that the total of gross income received from your employment and the benefits payable, does not exceed 50% of your gross monthly income.

If you are also claiming disability, unemployment or carer benefits under other income, repayment or payment protection insurance policies, the monthly benefit will be reduced so that the total benefits paid, under all such insurances do not exceed 50% of your gross monthly income. You will receive a proportionate refund of premium.

If immediately before the start date of your policy, you held a policy with another insurer, for at least 6 months previously providing the same cover under which you have not claimed in the previous 24 months, that is replaced by this policy, for the purposes of certain exclusions, start date will mean the date your previous policy commenced. This will only apply to the amount of corresponding monthly benefit provided by the previous policy. In the event of a claim you will need to provide us with a copy of your previous policy and proof of premium payment.

10. What is the duration of this policy?

Cover operates on an annual basis. Unless otherwise terminated the policy will automatically be renewed on the renewal date stated in the schedule and annually thereafter subject to the payment of the premium. Cover can continue until your mortgage is repaid, you retire or reach the age of 65, or you or the insurer cancel. We can amend rates and terms at any renewal date by giving you 30 days written notice of such changes.

11. What are the cancellation rights?

When you receive your policy document you should read it carefully. If for any reason you find it does not meet your needs, you can return it within 30 days and cover will be cancelled from its start at no cost to yourself, provided no claim has been made. Both you and the insurer can cancel in other circumstances. Full details are contained in the policy document.

12. How do I notify you of a claim that I wish to make?

If you wish to notify us of a claim, please call 0870 160 5001 (for your protection calls may be recorded and may be monitored) or please write to FirstAssist Insurance Services Limited, 1 Drake Circus, Plymouth, PL1 1QH.

13. How do I make a complaint about this insurance policy?

The policy is managed and claims are administered on behalf of Great Lakes Reinsurance (UK) PLC by FirstAssist Insurance Services Limited. The policy is administered on behalf of FirstAssist by Source Software Limited. Source is responsible for complaints arising out of the issue and administration of the policy. FirstAssist is responsible for complaints arising out of the policy itself and the administration of claims.

Source and FirstAssist aim to give customers a high standard of service at all times. If you are unhappy with the service provided for any reason or have cause for complaint you should initially contact the person dealing with your policy (Source) or claim (FirstAssist). They will tell you what FirstAssist or Source will do to resolve your concerns and how long it will take.

If your complaint is not resolved or if you are unhappy with the response, then you can progress your complaint with the FirstAssist Customer Relations Team:
FirstAssist Insurance Services Limited
Customer Relations Department,
1 Drake Circus, Plymouth
PL1 1QH.

Telephone: 08457 585775.

For your protection calls may be recorded and may be monitored.

Email: customerrelations.plymouth@firstassistinsurance.co.uk

Full details of FirstAssist's complaints procedure are in the policy document.

If we cannot resolve your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service.

14. Is Great Lakes covered by the Financial Services Compensation Scheme (FSCS)?

Great Lakes Reinsurance (UK) PLC is covered by the Financial Services Compensation Scheme (FSCS). If they are unable to meet their obligations, you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. Further information is available from the FSCS at www.fscs.org.uk or by contacting them at 7th floor, Lloyds Chambers, Portsoken Street, London E1 8BN or by telephone on 0207 892 7300.

15. What else do I need to know?

There are some conditions that apply in the event of a claim, full details are provided in the policy document.

All claim payments will be made to your bank account. If you claim any proof required must be provided at your own expense.

Any benefit received under this insurance may affect your entitlement to claim certain State benefits. Please contact your local Jobcentre Plus for further information.

It is possible to choose the law applicable to a contract of insurance in the United Kingdom. We have chosen Scottish law to apply if you live in Scotland and the law of England and Wales if you live elsewhere in the United Kingdom. The language used in this policy and any communications relating to it will be in English.

This policy is administered by Source Software Limited,
Registered in England and Wales No 2864963. Registered Office, Drake House, Plymouth Road, Penarth, CF64 3TP
Source Software Limited is authorised & regulated by the Financial Services Authority (FSA).
FSA Register No. 300222

This policy is managed and claims are administered by FirstAssist Insurance Services Limited.
Registered in England and Wales, No. 04617110
Registered Office at Marshall's Court, Marshall's Road, Sutton, Surrey SM1 4DU
FirstAssist Insurance Services Limited is authorised and regulated by the Financial Services Authority. FSA Register No. 310671

This policy is underwritten by Great Lakes Reinsurance (UK) PLC
Registered in England and Wales, No. 2189462
Registered Office at Plantation Place, 30 Fenchurch Street, London EC3M 3AJ
Great Lakes Reinsurance (UK) PLC is authorised and regulated by the Financial Services Authority. FSA Register No. 202715

You can check this information on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234

