

Policy Summary

Guaranteed Acceptance Income Protection Plan

keyfacts®

This is an **important document**. Please read it carefully to make sure that the policy meets your requirements. You should keep it with your Certificate of Insurance.

This Policy Summary does not contain the full terms and conditions of your policy. These can be found in your Certificate of Insurance and Schedule of Benefits.

Please review your cover periodically to ensure that it continues to meet your needs and your financial circumstances.

1. Who provides your policy?

The Guaranteed Acceptance Income Protection Plan is provided by Stonebridge International Insurance Ltd.

2. What kind of cover does it provide?

The Guaranteed Acceptance Income Protection Plan provides a regular payment when you are unable to do your normal job following an accident or as a result of sickness. The policy has no cash-in value. The policy may affect your entitlement to receive state benefits.

3. What are the main benefits of the policy?

The policy provides an income, payable every four weeks, based on the average of your previous 12 months take home pay minus any income earned that you are receiving subject to a minimum payment of £100 every four weeks.

4. What is not covered?

There are some situations that you are not covered for and some limitations on what will be paid out. This is a summary of the main exclusions and limitations of your policy. Full details are shown in sections A, D and F of the Certificate of Insurance and in the important notes on the Schedule of Benefits.

You must be aged between 18 and 65 to take out this policy and live for at least 7 months of the year in the UK. You must be employed for more than 16 hours a week.

Claims will not be paid if the accident or sickness:

- is due to a pre-existing medical condition that you've known about in the last 2 years
- is due to normal pregnancy
- is due to backache unless an x-ray shows you have a back condition
- is as a direct result of consumption of excessive alcohol or use of illegal drugs
- occurs while members of the Armed Forces are on duty
- occurs while pilots and cabin crew are flying for their job
- occurs while working as a motorcycle courier, commercial diver, steeplejack, professional sports person, or miner
- occurs while participating in tunnelling or demolition work
- occurs while participating in certain dangerous pastimes such as rock climbing, parachuting or motor racing

Limitations to what might be paid out:

- there are maximum amounts that are paid out in total on the policy and per claim. The exact amounts are shown on your Schedule of Benefits.
- payments for claims will stop when the maximum period of incapacity shown on your Schedule of benefits has been reached or when you return to your normal job and working hours whichever is the earlier
- after you have been unable to work for a total of 4 years for all claims under the policy no further payments will be made

No payment will be made:

- during the deferred period shown on your Schedule of Benefits
- if you were off work when your policy started or have been off work for 14 days or more during the last 6 months before your policy started
- if you are unable to work due to sickness within 30 days of your policy starting
- if in the last five years you have suffered from the medical conditions listed on the Schedule of Benefits. These include:
 - heart conditions and heart related chest pains
 - high blood pressure
 - cancer
 - mental illness
 - blood clots on the lung
 - strokes
 - diabetes
 - HIV or AIDS

5. When does the policy start and finish?

The policy starts on the date shown at the top of your Schedule of Benefits and continues as long as you pay the monthly premium unless a claim is being paid.

Cover ends either:

- when the maximum benefits have been paid;
- on the anniversary of the policy after your 70th birthday;
- on your death; or
- on the date the policy is cancelled;

whichever is the earlier.

6. Can the policy be cancelled?

The first 30 days of your cover is free and during this period you can cancel your policy without penalty.

After this period, you can cancel the policy at any time without penalty but you will not receive a refund of any premiums paid.

You can cancel:

- in writing Customer Services Department, Union Income Benefit Holdings Ltd, Linton House, 39/51 Highgate Road, London NW5 1RT
- by phone 0845 026 1101

7. How to make a claim

You can claim:

- in writing Claims Department, Stonebridge International Insurance Ltd., PO Box 2801, East Court, Stoke on Trent ST4 9DN
- by phone 0870 420 1244

8. How to make a complaint

If you wish to register a complaint please contact us:

- in writing Customer Services Department, Union Income Benefit Holdings Ltd, Linton House, 39/51 Highgate Road, London NW5 1RT
- by phone 0845 026 1101

If you cannot settle your complaint with us, you may be entitled to refer to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

9. The Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.