

Life Cover Policy Summary

ACE Europe Life Limited, who are the underwriters of this life insurance, have prepared some important facts for you about your new policy. This summary does not contain all the terms and conditions of your policy – these can be found in your policy wording. Please take time to read the policy wording you have just received together with this summary to make sure you understand the cover it provides.

What is this cover?

This policy provides a one off lump sum payment in the event of death through either natural causes or accident.

What are the significant features and benefits of the Life Cover policy?

If any of the lives assured dies during the term of the policy we will pay the benefit shown in your policy schedule. The cover applies 24 hours a day anywhere in the world.

Return of premiums:

Your Policy Schedule will show if you have selected this option.

If your policy comes to an end because you have reached age 70, have maintained your monthly premium payments and you have not made a claim, we will refund you a percentage of the premiums you have paid, which will be calculated using the methods detailed in the “Return of Premiums” section of your policy wording.

Your policy will pay out the Sum Insured if you die during the Policy Term. It has no cash or surrender value if you cancel the policy prior to your 70th birthday. Return of premiums is only applicable if you maintain your monthly payments for the duration of the policy up to your 70th birthday.

What am I NOT covered for under the Life Cover policy?

You (or both of you if you have joint cover) must:

- Live lawfully and permanently in the UK; and
- Be aged over 18 and under 66 at the start date.

There are some standard exclusions which apply to the cover. They include but are not limited to, death caused by participating in illegal acts, drug or alcohol abuse and suicide. For full details of the exclusions please see the “What we do not cover” section of your policy wording.

Please Note: Within the first 24 months of the policy we will only pay for accidental death. If a death by natural causes occurs within that period, we will refund all premiums paid under this policy for the deceased person. If the policy is a joint policy it will change to a single policy.

How long does the policy run for?

Your cover will end when the earliest of the following happens:

- the death of the first insured person for which benefit is payable; or
- You reach age 70; or
- The premium is not paid when due or within the grace period; or
- The policy is cancelled by you.

For full details please see the “Ending or changing your cover” section of the enclosed policy wording. You may need to review and update your cover periodically to ensure that it remains adequate and reflects any changes in your lifestyle.

How do I make a claim?

To make a claim please contact:

ACE Europe Life Limited, Claims Department at 200 Broomielaw, Glasgow G1 4RU;
telephone 0845 841 0059, email claims@acegroup.com.

Can I change my cover?

Once your policy starts you cannot increase the lump sum benefit on your cover. If you need more cover you can set up an additional policy, as long as the maximum amount of cover for all your ACE Policies arranged by UIB is not more than £30,000. If you need to reduce the lump sum benefit on your cover for any reason then you can do so.

What happens if I take out cover and then change my mind?

You are able to cancel your policy, without penalty, in the first 30 days. After this period, you can cancel the policy at any time **but you will not receive a refund of any premiums paid.**

To cancel the policy you can contact either:

- 0845 026 1101 or
- UIB Customer Services, Linton House, 39/51 Highgate Road, London NW5 1RT.

How do I make a complaint about my policy?

If you wish to make a complaint about your policy you should contact Union Income Benefit who arranged this insurance for you. Contact the UIB Customer Services team in writing to:

UIB Customer Services, Linton House, 39/51 Highgate Road, London NW5 1RT; by telephone on 0845 026 1101; or by email to customercare@uibuk.com.

How do I make a complaint about the claims service?

If you wish to make a complaint about a claim then you should contact the insurer directly. Contact the Life Customer Service Manager, ACE Europe Life Limited, 200 Broomielaw, Glasgow G1 4RU, telephone 0800 519 9915, email life.custserv@acegroup.com.

If you remain dissatisfied following ACE's or UIB's final response, you may refer your complaint to the Financial Ombudsman Service South Quay Plaza, 183 Marsh Wall, London, E14 9SR, telephone 0300 500 5000.

Would I receive compensation if ACE Europe Life Limited were unable to meet its liabilities?

ACE Europe Life Limited is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any of its members go out of business or into liquidation and are unable to meet any valid claims under its policies.

Further information can be obtained from the Financial Services Compensation Scheme by visiting their website at www.fscs.org.uk; by contacting them via email on enquiries@fscs.org.uk; in writing to 7th Floor, Lloyds Chambers, Portsoken Street, London E1 8BN; or by telephone on 020 7892 7300.