

Your Life Insurance

Over 50s Whole of Life Product

Whole of Life Insurance,
designed to cater for the
needs of the Over 50's



Policy booklet

CO
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Important Documents

It is important that **you**:

- read and understand this document and the enclosed schedule
- check that **you** are eligible to take out the **policy**
- keep these documents safe so **you** can refer to them in the future.

Contact Us ...

If **you**:

- want to make a claim
- need help or clarification on **your cover**
- need to notify **us** of a change in circumstance
- wish to complain



By writing to
**Protection Department,
Covéa Life Limited,
50 Kings Hill Avenue,
Kings Hill, West Malling,
Kent ME19 4JX**



Or calling **us** on
0333 130 4543

Calls may be recorded and monitored for training and quality purposes.

Over 50s Whole of Life Product

The following pages and the enclosed **policy schedule** contain the details of **your policy** and the contractual terms of **your cover**. These documents are legally binding between **you** and **us**.

The words listed on page 3 of this booklet have special meanings when they appear in the **policy** in bold text. It is very important that **you** refer to these special meanings when **you** read the **policy** as they will help **you** understand the **cover**. **We** have tried to make these meanings as understandable as possible. If there is anything that **you** do not understand from these meanings or if there is, at any time, anything else in the **policy** on which **you** would like to have more information, then please contact our helpline on **0333 130 4543**.

The **policy** is underwritten and administered by Covéa Life Limited.

Welcome...

to your Over 50s Whole of Life Product

Type of Cover Provided

Our Over 50s Whole of Life Product has two elements to it:

- If **you** were to suffer an **accidental death** during the first two years of **your policy** we will pay the **cover amount**.
- If **you** were to die after **you** have had the **policy** for two years or more we will pay the **cover amount**.

Eligibility

Acceptance for **cover** is guaranteed provided that **you** are at the **start date**:

- between 50 and 80 years of age (both inclusive); and
- a **UK resident**.

You can take out more than one of **our** Over 50s Whole of Life Products provided the combined:

- **cover** amount for all such policies does not exceed £20,000; or
- monthly premium payable under all such policies does not exceed £100.

Any policies issued in excess of either or both the above amounts will not be regarded as valid and will be cancelled.

Significant Features and Benefits

- If **you** meet the eligibility criteria **your** acceptance is guaranteed.
- The level of **cover amount** **you** have chosen is set out in the **policy schedule** and will be fixed for the **cover period**.
- **Your premium** is fixed from the **start date** and **we** promise not to increase it.
- On **your** 85th birthday **you** will no longer have to pay any further **premiums** but **your cover** will continue for the rest of **your** life.

- The **cover amount** will be paid if **you** suffer an **accidental death** during the first two years of **your policy**.
- The **cover amount** will be paid if **you** die after the first two years of **your policy** regardless of the cause of death.

Exclusions and Limitations

- If **you** die during the first two years other than as a result of **accidental death** we will not pay the **cover amount** but will pay out an amount equal to the **premiums** **you** have paid.
- There are certain exclusions for **accidental death** detailed in the 'Your Cover' section.
- **Our** Over 50s Whole of Life Product is not a savings or investment plan and it has no cash in or surrender value at any time.
- Depending on how long **you** live the total **premiums** **you** pay **us** may be greater than the **cover amount**.
- Inflation will reduce the value of the **cover amount** over time.

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Definitions

In this **policy** the words listed below have the following specific meanings when they appear in **bold** type with or without an initial capital letter:

accidental bodily injury

means physical injury resulting from an external violent and visible means solely and directly from a sudden and unforeseen event which happens by chance after the **start date**. It does not include:

- any sickness, disease or naturally occurring condition or degenerative process
- an intentional self-inflicted injury or suicide (while sane or insane)
- taking drugs, drinking alcohol or consuming poisonous substances
- actively taking part in any riot, civil commotion, uprising or war (whether declared or not) or related act or incident
- actively taking part in any criminal act
- taking part in any hazardous pursuits (including for example engaging in motor sports (including motorcars, motorcycles and speedboats), mountaineering (in which use of ropes and guides is needed), potholing, diving using artificial breathing apparatus)
- taking part in any form of aviation, including travelling in an aircraft (except as a fare paying customer in a commercial licenced aircraft).

accidental death

means death that occurs solely from (and within 90 days of) an **accidental bodily injury**.

cover

means the benefits received under the **policy** in relation to the events detailed in the 'Your Cover' section.

cover amount

means the amount that **we** would pay for a successful claim under the **policy**, as shown in the **policy schedule**.

cover period

means the period beginning on the **start date** and continuing for **your** whole life unless **your policy** is cancelled.

policy

shall include these **terms and conditions** and the **policy schedule** and any changes to these documents subsequently made after the **start date**.

policy schedule

means the schedule which shows the personalised features of **your cover** and which forms part of the **policy**.

premium

means the monthly payment **you** need to pay to **us** for providing the **cover**.

start date

is the date **cover** starts under the **policy** which is detailed in the **policy schedule**.

terms and conditions

means the terms and conditions detailed in this **policy** booklet.

UK resident

means physically living in the **UK** and either a citizen of the **UK** or have been granted permission to permanently settle in the **UK**.

United Kingdom or UK

means England, Scotland, Wales, Northern Ireland including the Channel Islands and the Isle of Man.

we, us or our

means Covéa Life Limited.

you or your

means the person who applied for and is insured under this **policy** and named as the "policyholder" in the **policy schedule**.

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Making a Claim

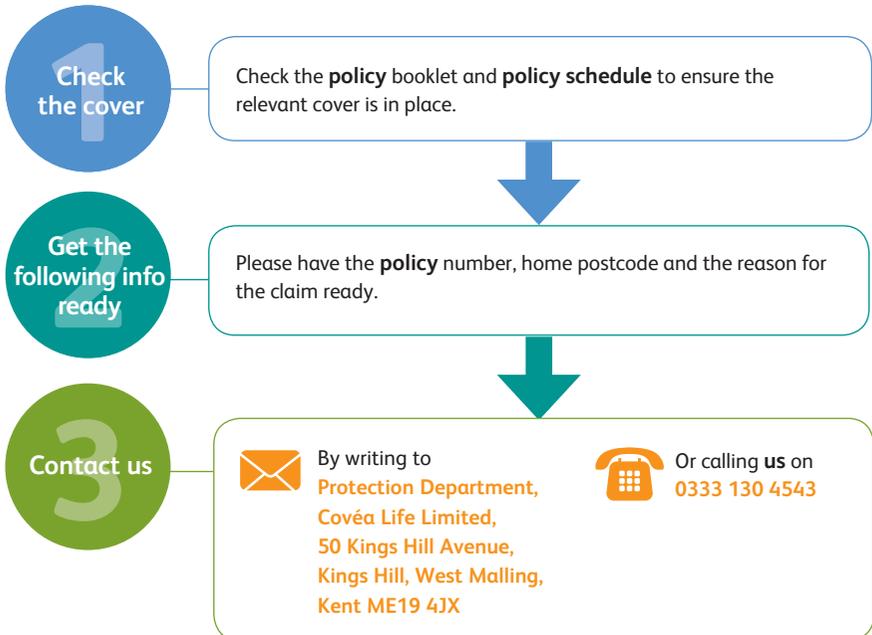
Protection Department
0333 130 4543

In the event of a claim the person making the claim should contact **us** to tell **us** about **your** death as soon as they can. They can contact **us** either by phone or in writing – please see below for **our** contact details.

Before **we** can pay out the claim, **we** will require the receipt of **our** completed claim form together with certain information and proof to validate the claim. **We** will only ask for the information and proof **we** need to process a claim.

Examples of the type of information and proof **we** may require include:

- proof of death or **accidental death** e.g. **your** original death certificate or evidence of any fatal accident such as a coroner's report, police report, list of missing persons, airline passenger manifest;
- proof of the right of claimant to receive **cover amount** e.g. grant of probate, **your** will, letters of representation or administration.



When things go wrong

Please tell us if there is something wrong.

For full details of our complaints procedure, please contact us.

If **you** are not satisfied with the service **we** have provided, please tell **us** so that **we** can do our best to resolve the problem. **You** can contact **us** in the following ways:



by phone on
0333 130 4543



or **you** can write to **us** at
**Protection Department, Covéa Life Limited, 50 Kings Hill Avenue, Kings Hill,
West Malling, ME19 4JX**

Please note **we** may record and monitor telephone calls for training and quality purposes.

We are always here for **you** but so that **we** can help **you** as quickly as possible, please provide or have these things ready for **us**:

- **your policy** number
- **your claim** reference number
- **your** daytime and evening phone numbers

You may be eligible to refer **your** complaint to the Financial Ombudsman Service. For further details, they can be contacted at:



Write to:
The Financial Ombudsman Service, Exchange Tower, London, E14 9SR



Phone:
0300 123 9123 from a mobile or 0800 023 4567 from a landline



Email:
complaint.info@financial-ombudsman.org.uk



Website:
www.financial-ombudsman.org.uk

Your legal rights are not affected if **you** take any of the steps shown above.

1. During the first two years of your policy

What you're covered for in the first two years	What you're not covered for in the first two years
<ul style="list-style-type: none">• You are covered if you suffer an accidental death.• If you die other than from an accidental death we will pay a sum equal to the premiums you have paid.	<p>You are not covered if your death:</p> <ul style="list-style-type: none">• is not an accidental death• occurs more than 90 days after the accidental bodily injury took place• is caused directly or indirectly by any of the following:<ul style="list-style-type: none">- any sickness, disease or naturally occurring condition or degenerative process- an intentional self-inflicted injury or suicide (while sane or insane)- taking drugs, drinking alcohol or consuming poisonous substances- actively taking part in any riot, civil commotion, uprising or war (whether declared or not) or related act or incident- actively taking part in any criminal act- taking part in any hazardous pursuits (including for example engaging in motor sports (including motorcars, motorcycles and speedboats), mountaineering (in which use of ropes and guides is needed), potholing, diving using artificial breathing apparatus)- taking part in any form of aviation, including travelling in an aircraft (except as a fare paying customer in a commercial licensed aircraft).

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Your Cover

2. After the first two years of your policy

You are covered regardless of what causes **your** death. So **you** are covered if **you** die of disease, natural causes, illness or anything else.

Your policy will continue for the rest of **your** life provided **you** keep paying the premiums when they are due. **You** should read all available information carefully to ensure that it meets **your** needs.

3. Cover amount

The amount payable under this **policy** is determined by the level of **cover you** have selected which is stated in the **policy schedule** and is guaranteed not to change for the **cover period**. The **cover amount** shall be paid as a one-off lump sum payment.

If a valid claim is made under this **policy** then **we** will always pay out the **cover amount**.

You can take out more than one of **our** Over 50s Whole of Life Products provided the combined:

- **cover amount** for all such policies does not exceed £20,000; or
- monthly premium payable under all such policies does not exceed £100.

Any policies issued in excess of either or both the above amounts will not be regarded as valid and will be cancelled. If **we** cancel **your policy** in this way **we** will return all **premiums** paid on **your** cancelled **policy**, without interest.

4. Period of cover

The **cover** starts on the **start date** and will continue for the rest of **your** life provided **you** pay **your premium** as set out in the 'General Conditions' section.

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General Conditions

Protection Department
0333 130 4543

Premiums

1. Paying your premiums

Your **premium** is guaranteed not to change for the duration of **your policy**.

You must pay **premiums** from the **start date** when these are due, as shown in the **policy schedule** until the earliest of the following:

- **your death**; or
- **you** turn 85 years of age.

Premiums are payable monthly by direct debit. All direct debits need to be paid to **us** from a bank or building society in the **UK** in the currency of the **UK** or as otherwise approved by **us**.

2. Cancellation of policy

If at any time **you** don't pay **your premium** when it is due, **we** will write to **you** to let **you** know and **we** will allow **you** 30 days to pay the outstanding **premium**.

If **you** don't pay two consecutive months **premium your policy** will be cancelled and **you** will get no **premium** refund.

We will let **you** know if **we** cancel **your policy** due to non-payment of **premium**.

If a claim is made during the **cover period** when **premium** remains due, **we** will deduct the unpaid **premium** from any **cover amount**. No claim will be payable if **your death** occurs after **your policy** is cancelled.

3. Premium refunds and cash-in value

The **policy** has no cash-in or surrender value.

In the event of any overpayment of **premium**, **we** will refund any such overpayment.

Cancellation rights

You have a 30 day 'cooling off' period after the **start date** of the **policy** during which **you** can change **your mind**. If **you** cancel **your policy** within this period, **we** will refund any **premiums you** have paid. **You** can still cancel **your policy** at any time after the 'cooling off' period ends, but **we** won't refund **your premiums**.

If **you** wish to cancel **your policy**, please contact **us**.

Policy changes

If **your** circumstances change, **you** need to contact **us**. For example, if **you** move house or cease to be a **UK resident**. If **you** are no longer a **UK resident**, **cover** can continue unaffected during the **cover period** provided that **you** continue to pay the **premium** from a bank or building society in the **UK** in the currency of the **UK** or as otherwise approved by **us**.

We may make changes to these **terms and conditions** that are reasonable where there is any change in applicable law, regulation or taxation. In such event **we** will give **you** 60 days' notice in writing of any changes and how these may impact **you**.

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General Conditions

General matters

1. Trusts and transfers

You cannot transfer this **policy** to anyone else. Depending on **your** circumstances, it may be appropriate to place **your policy** into trust, **you** should take independent professional legal advice if **you** wish to do so.

2. False and misleading information

If **you** give false or inaccurate information and **we** reasonably suspect fraud, this may impact **your cover** and any entitlement to receive the **cover amount**. **We** will record this and the information will be available to other organisations that have access to the database(s). **We** can supply details of the databases **we** access or contribute to, on request.

If **you** provide inaccurate information this may not necessarily invalidate **your cover** but **we** may adjust the **cover amount** payable taking into account the correct information and any **premiums** already received (provided that in no event shall the **cover amount** exceed that shown in the **policy schedule**).

If **your** correct age was not within the range of permitted ages at the **start date**, **we** shall decide what (if any) benefit is to be payable under this **policy**.

3. Governing law

English law applies to this **policy**. Unless otherwise agreed, the **terms and conditions** and other information relating to this **policy** will be in English.

4. Large print, Braille, audio material

In order to make **our** documentation accessible, **we** are able to provide **you** with **our** literature in audio, large print or Braille.

Please contact **us** if **you** require any of these services to be provided.

5. Data Privacy

Please visit www.coveainsurance.co.uk/dataprotection for further information about how and when **we** process **your** personal information under **our** full Privacy Policy.

How we use your information

The personal information, provided by **you**, is collected by or on **our** behalf and may be used by **us**, **our** employees, agents and service providers acting under **our** instruction for the purposes of insurance administration, underwriting, claims handling, for research or for statistical purposes.

We may process **your** information for a number of different purposes. For each purpose **we** must have a legal ground for such processing. When the information that **we** process is classed as 'sensitive personal information', **we** must have a specific additional legal ground for such processing.

Generally, **we** will rely on the following legal grounds:

- It is necessary for us to process **your** personal information to provide this policy and services related to it. **We** will rely on this for activities such as assessing **your** application, managing **your** policy, handling claims and providing other services to **you**.

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Protection Department
0333 130 4543

- **We** have an appropriate business need to process **your** personal information and such business need does not cause harm to **you**. **We** will rely on this for activities such as maintaining **our** business records and developing, improving **our** products and services.
- **We** have a legal or regulatory obligation to use such personal information.
- **We** need to use such personal information to establish, exercise or defend **our** legal rights.
- **You** have provided **your** consent for **us** to use **your** personal information, including sensitive personal information.

How we share your information

In order to sell, manage and provide **our** products and services, prevent fraud and comply with legal and regulatory requirements, **we** may need to share **your** information with the following third parties, including:

- Reinsurers, Regulators and Authorised/ Statutory Bodies
- Credit reference agencies
- Fraud prevention agencies
- Crime prevention agencies, including the police
- Suppliers carrying out a service on **our** behalf
- Other insurers, business partners and agents
- Other companies within the Covea Insurance Group

Marketing

We will not use **your** information or pass it on to any other person for the purposes of marketing further products or services to **you** unless you have consented to this.

Fraud prevention and detection

In order to prevent or detect fraud and money laundering **we** may check **your** details with various fraud prevention agencies, who may record a search. Searches may also be made against other insurers' databases. If fraud is suspected, information will be shared with those insurers. Other users of the fraud prevention agencies may use this information in their own decision making processes.

We may also conduct credit reference checks in certain circumstances. **You** can find further details in **our** full Privacy Policy explaining how the information held by fraud prevention agencies may be used or in which circumstances **we** conduct credit reference checks and how these checks might affect **your** credit rating.

Automated decisions

We may use automated tools with decision making to assess **your** application for insurance and for claims handling processes. If **you** object to an automated decision, **we** may not be able to offer **you** an insurance quotation.

How to contact us

Please contact **us** if **you** have any questions about **our** privacy policy or the information **we** hold about **you**:

The Data Protection Officer, Covea Life Limited,
50 Kings Hill Avenue, Kings Hill, West Malling,
Kent ME19 4JX or
email: dataprotection@coveainsurance.co.uk.

General Conditions

6. The Financial Services Compensation Scheme (FSCS)

If **we** are unable to meet **our** liabilities under this **policy**, **you** may be entitled to compensation from the FSCS. Further information can be obtained from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU or by visiting the FSCS website at www.fscs.org.uk or telephoning FSCS on 0800 678 100 or 020 7741 4100.

7. Rights of third parties

We and **you** do not intend any term of this **policy** to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999 other than any option or right conferred by this **policy**.

Your Notes

Protection Department
0333 130 4543





Your Life Insurance

Over 50s Whole of Life Product



Covéa Life Limited
50 Kings Hill Avenue,
Kings Hill, West Malling,
Kent ME19 4JX



0333 130 4543

Covéa Life Limited
Registered office: 2 Norman Place, Reading, Berkshire RG1 8DA
Registered in England and Wales No. 911235
Authorised by the Prudential Regulation Authority and regulated
by the Financial Conduct Authority and the Prudential Regulation
Authority No. 202178.

