

PRODUCT PROFILE INCOME PROTECTION

This document summarises the information distributors need to know about our Income Protection product. In line with regulatory requirements, we set out the product's target market, distribution strategy, main features, risks, limits, suitability, options and costs.

For full details, please see our [policy terms and conditions](#).

TARGET MARKET

This product is designed for people who:

- Have regular earnings who want to insure themselves against loss of income because of illness or injury.
 - Have financial commitments and outstanding debts which may include rent or mortgage payments.
 - Are aged between 18 and 59 years old.
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DISTRIBUTION

This product can only be sold through Financial Advisers – face to face or over the phone. It's important to regularly review your clients' circumstances and protection needs to make sure their cover remains appropriate.

MAIN FEATURES

- Choice of Level or Increasing Cover.
- Choice of full-term or 2-year payment period.
- Own job definition of incapacity for all customers.
- Guaranteed premiums.
- Minimum Cover Guarantee.
- Premium Waiver included as standard.

WHAT'S NOT COVERED

- This cover is not designed to pay out a lump sum or regular income if someone dies.
 - This cover is not designed to pay out a lump sum or regular income if someone is diagnosed with a critical illness or terminal illness.
 - This cover is not designed to protect someone's income if they become unemployed or are made redundant.
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RISKS

- There's no cash-in value at any time.
 - If HMRC tax rules change, this could impact the amount we pay out.
 - Payment of the Income Protection monthly amount may have an impact on the state benefits a person is eligible to claim.
 - If the policyholder's income reduces, and they don't reduce their Income Protection, they may not be able to claim the full amount they're covered for, as the maximum they can claim is based on their annual earnings when they claim.
 - If the policyholder stops paying their premiums, their cover may stop.
 - If they choose Level Cover, it won't keep up with inflation and could be worth less in the future.
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LIMITS AND BASIS

- The minimum term is 5 years and maximum term 52 years. The policy must end on or before the 70th birthday of the person covered.
 - Cover is on a single basis.
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ELIGIBILITY

To apply, your clients must be:

- Between their 18th and 59th birthdays (inclusive).
 - UK resident (not Channel Islands or Isle of Man). To qualify as a UK resident the person covered must:
 - Have their own personal UK bank account.
 - Have lived in the UK for last 2 years, with the right to remain in the UK.
 - Have their permanent home in the UK.
 - Have been registered with a UK doctor for the last 2 years.
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INCOME PROTECTION IS SUITABLE FOR:

- People who want certainty that their premiums are guaranteed not to change (unless they've chosen Increasing Cover).
- People who are not willing or able to self-insure, or don't have funds elsewhere.
- People who need cover between their 18th and 70th birthdays (inclusive).
- People who need cover for at least 5 years and up to 52 years.

Level Cover is suitable for:

- People whose Income Protection needs are unlikely to change. However, the amount of cover can be amended if required, for example to accommodate changes in salary.

Increasing Cover is suitable for:

- People looking for the amount of cover to go up each year in line with inflation based on the consumer prices index including owner occupiers' housing costs (CPIH, up to a maximum of 10%). For example, a person who expects their income to increase over time and wants their Income Protection to increase as well.

INCOME PROTECTION IS NOT SUITABLE FOR:

- People who have enough group income protection through their employer.
- People who are not currently earning an income by working at least 16 hours a week.
- People who would be eligible for material state benefits if they were unable to work.
- People who are currently off work due to illness or injury and who wouldn't be able to claim in the future.
- People looking for business protection or key person cover.
- People who want their premiums to be reviewable.
- People who are looking to protect themselves for the rest of their lives.

Level Cover is not suitable for:

- People who want their Income Protection amount to keep up with inflation.

Increasing Cover is not suitable for:

- People who only need a fixed Income Protection amount throughout the term of the cover.

Full term payment period is not suitable for:

- People who would only need the payment to be made for a maximum of 2 years.

2-year payment period is not suitable for:

- People who would need the payment to be made for longer than 2 years for a single claim.
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OPTIONS AND ADDITIONAL BENEFITS

PREMIUM WAIVER

Premium Waiver comes as standard regardless of age, occupation or activities. Not only do we waive premiums if someone's too ill to work, but also for up to 6 months after they have a baby or lose their job through no fault of their own. Premium Waiver is payable after 28 days regardless of the deferred period chosen.

GUARANTEED INCREASE OPTIONS

We offer most people the chance to add to their cover with no underwriting, no medical evidence or no application form.

HOSPITAL COVER

If, during the deferred period, the person covered is admitted as an in-patient to a UK hospital for 7 consecutive nights or more due to illness or injury, we'll pay £150 for every night, up to 90 consecutive nights.

CHILDREN'S CRITICAL ILLNESS PROTECTION

Children's critical illness cover is an optional extra and can be added to Life Protection, Critical Illness Protection, Combined Life and Critical Illness Protection or Income Protection at any time. It covers all natural, step or adopted children and those for whom the person covered is the legal guardian or has been granted parental responsibility. They'll be covered from birth until their 23rd birthday.

LIFESTYLE PROMISE

We may be able to reduce premiums or remove exclusions if the person covered was paying an increased amount or we applied exclusions because of their health or lifestyle and they subsequently:

- Stop smoking.
- Change job.
- Give up sports activities.

GUARDIAN ANYTIME

All policyholders have access to the following benefits:

- GP 24/7 – GP consultations over the phone, 24 hours a day, 7 days a week from anywhere in the world.
- A UK-based face-to-face second medical opinion service.
- Emotional wellbeing consultations to help policyholders cope effectively with life's challenges.
- Aches and pains consultations to help policyholders alleviate and prevent suffering from general aches and pains.

These benefits are non-contractual and can be changed or removed at any time.

HALO

At claim, all policyholders are contacted by a member of our HALO Team who recommend ways that HALO can help them. Here are a few examples of how HALO could help:

- A face-to-face second medical opinion.
- Specialist therapy for a neurological condition.
- Return-to-work support.
- Therapies to ease the consequences of treatments.
- Speech therapy.
- Nursing support following diagnosis and treatment.
- Help around the house – shopping and cleaning.
- Counselling to help families cope with serious illness.
- Bereavement counselling.
- Estate planning following a terminal illness diagnosis.
- Finding a solicitor to handle probate.
- Help to draw up a power of attorney.

To make sure HALO provides the best claims support, we regularly review the services we offer and the providers we work with. HALO doesn't form part of your contract with us. This gives us the flexibility to change current services and providers as well as add new services and providers at any time. We can also remove services that are no longer available or withdraw them completely.

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