PRODUCT PROFILE
LIFE PROTECTION

This document summarises the information distributors need to know about our Life Protection product. In line with the requirements of the Insurance Distribution Directive, 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 with dependants who would suffer financially if:

- They died.
- They were diagnosed with a terminal Illness.
- They were diagnosed with incurable cancer (stage 4), motor neurone disease, Parkinson-plus syndromes or Creutzfeldt-Jakob disease.

It's particularly useful for those with a financial commitment like a mortgage or loan, where their dependants would still be liable for the debt if they died.

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

- Cash lump sum on death, diagnosis of a terminal illness with less than 12 months to live, or diagnosis of incurable cancer (stage 4), motor neurone disease, Parkinson-plus syndromes or Creutzfeldt-Jakob disease during the term of the policy.
- Level Cover, Decreasing Cover, Increasing Cover and Family Income Benefit.
- Guaranteed premiums.
- Premium Waiver included as standard.

WHAT'S NOT COVERED

- This cover is not designed to cover critical illness.
- This cover is not designed to protect someone's income if they become unable to work as a result of an accident or sickness.

RISKS

- There's no cash-in value at any time.
- If your clients stop paying their premiums, their cover may stop.
- If they choose Level Cover, it won't keep up with inflation and could buy less in the future.

LIMITS AND BASIS

- The minimum term is 1 year (5 years for Decreasing Cover or Family Income Benefit) and maximum term 72 years. The policy must end on or before the 90th birthday of the person covered.
- People can choose to take out a policy on a single or dual life basis.
- For a dual life application, each person has their own individual cover. And because they have their own cover, in the event of a claim the survivor will still have their own cover in force which means there could be 2 payouts.

ELIGIBILITY

To apply, your clients must be:

- Between their 18th and 65th birthdays (inclusive).
- UK resident (not Channel Islands or Isle of Man). To qualify as a UK resident the person covered must:
  - Have their own 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.

LIFE PROTECTION IS SUITABLE FOR:

- People who want a lump sum if they die, are diagnosed with a terminal illness or are diagnosed with incurable cancer (stage 4), motor neurone disease (with permanent clinical impairment), Parkinson-plus syndromes (with permanent clinical impairment) or Creutzfeldt-Jakob disease during the term of their policy.
- 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 who don't have funds elsewhere.
- People who need cover between their 18th and 90th birthdays (inclusive).
- People who need cover for at least 1 year and up to 72 years.

Level Cover is suitable for:

- People looking to protect an interest-only mortgage with cover that pays out the same lump sum throughout the life of the policy.
- People looking for certainty that their amount of cover is fixed for the life of the policy.

Decreasing Cover is suitable for:

- People looking to cover the reducing amount they owe on a capital and interest repayment mortgage or other loans.
- People looking for a lump sum that reduces in line with the debt they owe on a mortgage or loan.

Increasing Cover is suitable for:

- People looking for the amount of cover to go up each year in line with the retail price index (RPI) to keep up with inflation.

Family Income Benefit is suitable for:

- People looking for a policy that provides a monthly income, helping to give financial support to cover the cost of everyday living expenses.

LIFE PROTECTION IS NOT SUITABLE FOR:

- People looking for a product to pay a regular income if they're unable to work for a period of time as a result of an accident or sickness.
- People looking for a product to pay a lump sum if they're diagnosed with a critical illness.
- People looking for business protection to cover the loss of a key person.
- People looking to provide finance to purchase shares of a director or partner in the event of their death.
- People looking to cover an interest-only business loan.
- People who want their premiums to be reviewable.
- People who don't have any financial dependants.
- People who are looking to protect themselves for the rest of their life.

Level Cover is not suitable for:

- Covering any rising costs to keep up with inflation as the amount of cover will be worth less in the future.

Decreasing Cover is not suitable for:

- Covering the debt on an interest-only mortgage as the amount of cover will go down and the mortgage debt will stay the same, so the debt could be greater than the amount of cover in place.

Increasing Cover is not suitable for:

- Covering a mortgage debt, as the amount of cover will go up and the mortgage debt will go down or stay the same, so this could result in people paying for extra cover they don't need.

Family Income Benefit is not suitable for:

- Covering a mortgage or other debts. Cover that provides a lump sum is more appropriate for that.

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, and their net paid income reduces by 25% or more but also for up to 6 months after they have a baby or lose their job through no fault of their own.

GUARANTEED INCREASE OPTIONS

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

CHILDREN'S CRITICAL ILLNESS PROTECTION

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

IMMEDIATE COVER

If we can't start a client's cover straightaway, they may be eligible for Immediate Cover (please refer to our website for full details). This is a temporary cover, of the same type they've applied for, and it starts as soon as you've submitted their application online.

PAYOUT PLANNER

Payout Planner allows your clients to nominate up to 9 beneficiaries as part of the application. This means we can promptly pay the people your clients wanted the money to go to without having to wait for probate to be granted. It's a simple solution for life policies not placed in trust from the day their policy starts. Clients can update their list of beneficiaries themselves anytime or replace Payout Planner with a trust later.

LIFESTYLE PROMISE

We may be able to reduce a client's premiums or remove exclusions if they were paying an increased amount or we applied exclusions because of their health or lifestyle and they subsequently:

- Stop smoking
- Lose weight for a sustained period
- 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.

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 could help them. Here are a few examples of how HALO could help:

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

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