

# Key Features of Life Insurance

# Life Insurance

## Key Features

**The Financial Services Authority is the independent financial services regulator. It requires us, Aviva, to give you this important information to help you to decide whether our Life Insurance is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.**

**This key features document gives you the main points of your plan, which provides an amount of life insurance for a fixed term. Your illustration shows what payments you'll make for your chosen amount of life insurance. Please read them so you understand what you're buying and then keep them with your plan documents.**

### Its aims

- The level cover option aims to pay a guaranteed cash sum if you die during the plan term or are diagnosed as suffering from a terminal illness. We will only pay a terminal illness claim if you aren't likely to live for more than 12 months.
- The decreasing cover option aims to pay a guaranteed cash sum to help pay the rest of your repayment loan if you die during the plan term or are diagnosed as suffering from a terminal illness. We will only pay a terminal illness claim if you aren't likely to live for more than 12 months.
- The plan only pays out once. If we do pay out after you make a claim for terminal illness, your plan will end.

### Risks

- If you don't make your payments, your plan and your cover will end 30 days after the payment was due. You'll get nothing back.
- This plan has no cash-in value at any time.
- If you don't provide any information we ask for, we may not pay out under the plan.
- This plan is not guaranteed to pay off your loan (if this is the purpose of the plan). The repayment guarantee does not apply in all circumstances. The next section called Questions and answers explains more on this.

### Your commitment

- To make sure you answer all the questions on your application correctly to the best of your knowledge. Failure to do so may result in the non-payment of a claim.
- To pay regular monthly payments over the plan term.

## Questions and answers

### What is Life Insurance?

- The level cover option is an insurance plan that pays out a guaranteed cash sum if you:
  - die during the term of the plan or
  - are diagnosed as suffering from a terminal illness.
- The decreasing cover option is an insurance plan to cover your whole repayment loan, or just part of it. The guaranteed cash sum reduces each month and the plan pays out if you:
  - die during the term of the plan or
  - are diagnosed as suffering from a terminal illness.
- For decreasing cover the cash sum is guaranteed to pay off the outstanding loan amount covered by the plan when you die or are diagnosed as suffering from a terminal illness, if all of the following apply:
  - the yearly loan interest rate at the time the plan is taken out is under 10%
  - the difference between the life insurance amount and the outstanding loan is due solely to a higher rate of interest being charged on the loan rather than the interest rate used in the calculation of the table of benefits in the plan schedule
  - the amount of cover at the start of the plan is at least the size of the loan (or the part of the loan the plan covers)
  - this plan does not end before your loan
  - the loan payments are up to date
  - the amount and the term of the loan stay the same as they were when you took out the plan.

This is called the repayment guarantee.

- You can take out the plan on your own or with someone else. The cash sum is payable on the first claim only.
- You can take this plan out from age 18 but it must end before your 70th birthday. The minimum term is three years. If you take the plan out with someone else you must both be at least 18 years of age and the plan must end before the eldest of you reaches the age of 70.

### How flexible is it?

- This plan is not designed to be flexible. You can't alter the plan once it's started.

### When does the plan pay out?

- For the level cover option we'll pay out what the plan is worth if you die during the plan term.
- For the decreasing cover option the cash sum reduces broadly in line with your loan. We'll pay out what the plan is worth if you die during the plan term.
- For both options we'll pay out a guaranteed cash sum if you:
  - die during the plan term or
  - are diagnosed as suffering from a terminal illness and you aren't likely to live more than 12 months. This only applies before the last 18 months of the plan term.

### What other benefits can I choose?

- You can't choose any other benefits with this plan.

### When will the plan NOT pay out?

- We won't pay out the life insurance amount if a claim for terminal illness benefit has been accepted and paid.
- We won't pay out terminal illness benefit within the eighteen months prior to the end of the plan.
- Full details of the exclusions can be found in the plan Terms and Conditions.

### What will my payments be?

- Your monthly payment will be confirmed to you. Your payments are based on a number of factors.
- These include:
  - the amount of cover you choose
  - your age
  - your sex
  - your occupation
  - your postcode
  - your pastimes
  - whether you smoke
  - the term of your plan
  - your medical history
  - our charges.
- Your payments must be paid monthly by direct debit.
- The minimum payment is £5 a month.

## What are the charges?

- All charges are included in your monthly payment. This includes providing and administering your plan.

## What if I stop paying?

- Your plan and cover will end after 30 days from the date the last premium was due. You won't get back any payments you've made.

## What about tax?

- The cash sum paid on death and terminal illness is currently free from income tax and capital gains tax.
- It may be subject to inheritance tax unless you put your plan in trust. Please ask us for details on our trusts and for an explanatory booklet.
- Tax rules may change.

## Can I change my mind?

- You can change your mind within 30 days from the later of:
  - the day you are advised that the contract is concluded
  - the day you receive your plan documents.
- If you change your mind and don't want the plan, you need to fill in and return your cancellation notice. If we receive the completed cancellation notice within the 30 days, we'll give you your money back.
- Your plan will continue if we don't receive your cancellation notice within the 30 days.
- The cancellation notice will include the address you must send it to if you change your mind about your plan. Alternatively, you can contact us at the address given overleaf.

## How to contact us

- Remember that your financial adviser will normally be your first point of contact.
- If you have any questions at any time, you can phone, email or write to us.



Call us on 08000 686 800

**Monday to Friday 8am - 8pm**

**Saturday 8.30am - 5pm**

Outside of these hours, you can use the same number and leave a message on our answerphone.

We may monitor calls to improve our service.



Email

helpdesk@aviva.co.uk



Write to us at:

Aviva

PO Box 520

Surrey Street

Norwich

NR1 3WG

## How to make a claim

- A claim can be made by contacting our Life Claims Department on 01904 723 520.

## Other information

### How to complain

- If you ever need to complain, first write to us  
Aviva Customer Relations  
PO Box 3182  
Norwich  
NR1 3XE  
Telephone number: 08000 686 800  
Email: helpdesk@aviva.co.uk  
If you're not satisfied with our response, you can complain to:  
Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR  
Telephone number: 0845 080 1800  
Email: complaint.info@financial-ombudsman.org.uk

This won't affect your legal rights.

## Terms and conditions

- This key features document only gives a summary of our Life Insurance. You should also see the full terms and conditions. You may already have a copy or you can get one from your adviser or you can contact us direct. Alternatively, if you are buying online, you can obtain a copy from the website.
- We won't be liable to pay any cash sum until:
  - you've completed the application process, and
  - we've received valid bank account details to collect payments.

## Law

- The law of England will apply in legal disputes and your contract will be written in English. We'll always write and speak to you in English.

## Client Classification

- The FSA has defined three categories of customer. You have been treated as a 'retail client', which means that you will be provided with the highest level of protection provided by the FSA rules and guidance.

## Compensation

- Qualified advisers will recommend that you buy products suitable for your needs. You've legal rights to compensation if at any time it's decided that you've bought a plan that wasn't suitable for your needs at that time.
- The Financial Services Compensation Scheme covers your plan. If Aviva becomes insolvent and we are unable to meet our obligations under this plan, the scheme will cover you for 90% of the total amount of your claim. For further information, see [www.fscs.org.uk](http://www.fscs.org.uk) or telephone 0207 7892 7300.

## Potential Conflicts of Interest

- Occasions can arise where Aviva plc group companies, or their appointed officers, will have some form of interest in business which is being transacted.
- If this happens, or the Aviva group becomes aware that its interests, or those of its officers, conflict with your interests, we will take all reasonable steps to manage that conflict of interest, in whatever manner is considered appropriate in the circumstance. This will be done in a way which ensures all customers are treated fairly and in accordance with proper standards of business.

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Just call 08000 686 800 or email [helpdesk@aviva.co.uk](mailto:helpdesk@aviva.co.uk) and tell us:

- the format you want
- your name and address
- the name or code of the document. The code is usually in the bottom left hand corner on the back of most documents.

The Customer Call Centre is open Monday to Friday, 8 am to 8 pm, and Saturday from 8.30 am to 5 pm.