

**keyfacts**®

# Key Features of Life Insurance

# Life Insurance

## Key Features

**The Financial Conduct Authority is a 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 options aims to pay a guaranteed cash sum if you die during the plan term or are diagnosed as suffering from a terminal illness.
- The decreasing cover option aims to pay a guaranteed cash sum to help pay the rest of a loan if you die during the plan term or are diagnosed as suffering from a terminal illness.
- 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 plan being amended, cancelled or 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 designed to cover all of a repayment loan, or just part of it. The amount of cover decreases each month, broadly in line with the outstanding balance on a repayment loan with an interest rate of 6%. It pays out a cash sum 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.

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.

### 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?

- We'll pay out what the plan is worth if you die during the plan term. For the level cover option, this will be the fixed amount that you chose when you took the plan out. For the decreasing cover option, this will depend on how long the plan has been running, as the level of cover reduces over time.
- We'll also pay out what the plan is worth if you are diagnosed as suffering from a terminal illness during the plan term and you aren't likely to live more than 12 months.

### 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 the life insurance amount if you die as a result of intentional self-inflicted injury or committing suicide within the first 12 months of taking out your plan.
- We won't pay out terminal illness benefit if you are diagnosed after the plan has ended or if you are expected to live longer than 12 months.
- Full details of the exclusions can be found in the plan Terms and Conditions.

### What will my monthly payments be?

- Your monthly payment will be confirmed to you. Your payments are based on the amount of cover you choose and your personal circumstances.
  - 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 below.

## How to contact us

- If you have any questions at any time, you can phone, e-mail or write to us.



Call us on **0800 068 3273**.

Opening hours are

**Monday to Friday 8am – 8pm,**

**Saturday 9am – 5pm and**

**Sunday 10am – 4pm.**

Calls may be recorded for our joint protection.

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



E-mail:

[helpdesk@aviva.co.uk](mailto:helpdesk@aviva.co.uk)



Write to us at:

Aviva Life Services

Floor 1, Horizon Broadland Business Park,

Norwich

NR7 0WE.

## How to make a claim

- A claim can be made by contacting our Life Claims department on 0800 015 1142.

## Other information

### How to complain

- If you ever need to complain, first write to us at the above address.
- If you're not satisfied with our response, you can complain to:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone number: 0845 080 1800

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### 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 contact us direct to request one. Alternatively, if you are buying online, you can obtain a copy from the website.
- We won't be liable to pay any benefit 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.

### 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.

### Client Classification

- The Financial Conduct Authority 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 Financial Conduct Authority rules and guidance.

### Compensation

- Qualified advisers will recommend that you buy products suitable for your needs. You have 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. It'll cover you if Aviva becomes insolvent and is unable to meet its obligations under this plan. You may be covered for 90% of the total claim, with no upper limit.

## Braille, large font, audio material

You can order our literature in Braille, large font or audio.

Just call **08000 686 800** or email **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.