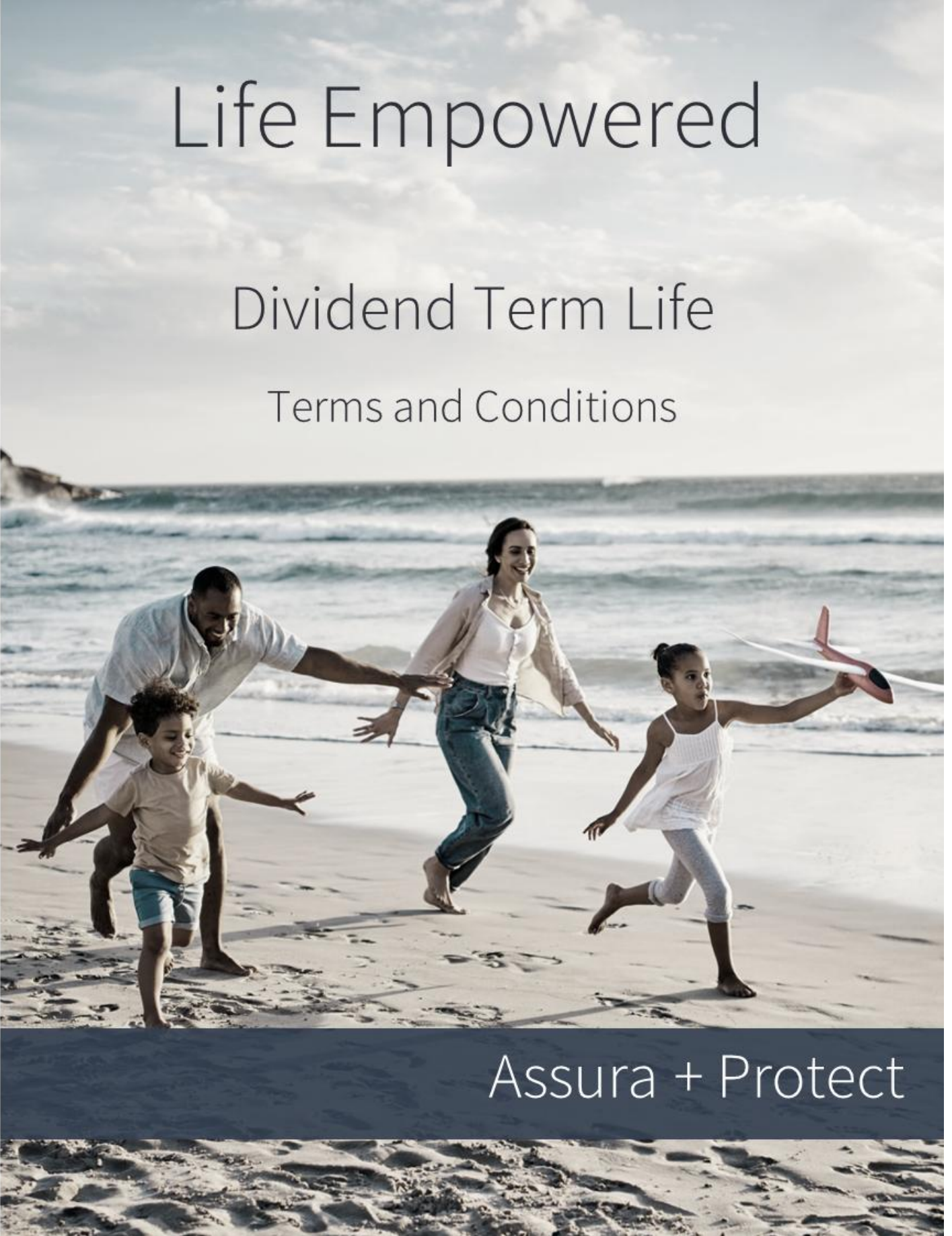




Life Empowered

Dividend Term Life

Terms and Conditions

Assura + Protect

About this document

We have created this document to outline the primary considerations **you** will need to think about when deciding if an Assura Protect Dividend Term Life policy is right for **you** and **your** protection needs.

This document forms part of **your** contract with Assura Protect. Included are the Policy Summary, **your** application, statement of facts and the policy schedule. **We** are happy to explain anything that isn't sufficiently clear or to answer any questions. Please contact **us** on 0330 010 0210.

These documents are important. Please keep them safe and tell someone you trust where they are.

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Terms & Conditions for Assura Protect Dividend Term Life Cover

DIVIDEND TERM LIFE COVER INTRODUCTION

- + These are the terms and conditions and exclusions of a Assura Dividend Term Life policy.
- + These Terms and Conditions should be read and reviewed in conjunction with the Policy Summary document.
- + Words that appear in **bold** are defined and explained within the Definitions in the last section of this document.

Policy eligibility

- + Anyone between 18 years of age and the day before their 70th birthday who has a UK bank account and resides in the UK (excepting residents of the Channel Islands and Isle of Man). **You** cannot apply if **you** reside outside of the UK.
- + **We** may need to ask your doctor for information to support or check the answers **you** give **us** in **your** application. If **we** do, **we** will need **your** consent under 'substantial public interest' (Part 2 of Schedule 1 of the Data Protection Act, 1988). If **you** do not give **your** consent, **we** may decline your application or cancel your policy. **We** may request this information up to 6 months after **your** policy is issued.

Policy age limits

Dividend Term Life Cover	
Minimum entry age	18 years old
Maximum entry age	69 years old
Minimum term	5 years
Maximum term	50 years
Minimum policy end age	23 years old
Maximum policy end age	90 years old

Important notice to policyholders

- + Please read this document thoroughly.
- + If **you** have any questions about **your** cover or **premiums**, please contact **us** directly and a consultant will review the terms and answer any questions **you** may have about **your** policy.
- + The performance of this policy is based on **you**:
 - answering applications questions fully, accurately, and truthfully
 - paying **your premiums** by direct debit until the end of **your** policy's term.
- + Please store **your** policy documents securely. Copies of **your** Policy Documents can also be additionally found in **your** online Annabel account.
- + If **you** cancel within 30 days of receiving **your** Policy documents, **we** will refund any **premiums** **you** have paid.

Who we are

- + **Your** Assura policy will be arranged by Assura Financial Ltd. Assura Financial Limited is entered on the FCA Financial Services register under reference number 795982.
- + Assura Financial Ltd. is registered in England and Wales under number 10781585. Registered office: First Floor, 86 Gloucester Place W1U 6HP.
- + **Your** policy will be underwritten and issued by Family Assurance Friendly Society Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
- + Family Assurance Friendly Society Limited is entered on the Financial Services register under reference number 110067.

Premiums

- + UK residents can pay their **premiums** monthly, by direct debit from a bank or building society in the U.K. (except Channel Islands and Isle of Man).
- + **Your premiums** are guaranteed, calculated from the **policy start date** and will not change unless **you** change **your** policy cover.
- + If **premiums** are not paid within 60 days of their due date **your** cover will cease immediately and **your** policy will end.
- + If a policy is cancelled, no further **premiums** shall be due.
- + Previously paid **premiums** will not be repaid or returned.
- + The policy can be reinstated up to 180 days after the due date of the missed **premium** subject to a Declaration of Continuing Good Health (up to the 90th day after the due date of the missed **premium** a declaration is not required) and payment of all outstanding **premiums**. After 180 days the policy cannot be reinstated. If a claimable event occurs after the policy has **lapsed**, the policy cannot be reinstated.

What would prevent a benefit being paid?

- + **Your** policy has been cancelled.
- + **Your** policy has **lapsed**.
- + **Your** claim does not meet the policy definitions shown in **your** policy.
- + **Your** claim is subject to any exclusions shown on **your** cover summary.
- + **You** have not answered the questions in **your** application honestly, accurately, and reasonably.

Cancelling your policy

- + **You** have 30 days from the date **you** receive **your** policy, or the **policy start date**, whichever is later, to change **your** mind and cancel **your** policy.
- + If **you** tell us within that time that **you** want to cancel, **we** will refund any **premiums you** have paid and terminate **your** cover.
- + After 30 days, **you** can cancel **your** policy at any time by letting us know or cancelling **your** direct debit mandate. If **you** cancel after 30 days, **you** will not get any money back.
- + **Your** policy has no investment or cash value.

Dual Plan Policies

- + Your policy can cover two people, usually **you** and a spouse or partner, if **you** select the **dual life** option.
- + Each **life insured** will receive the same type of cover and **sum assured** for the same amount of time.
- + A claim made by one **life insured** will not impact the cover of the other **life insured**. For example, if one **life insured** died, the other will still have cover in place and their **premium** will be adjusted accordingly.
- + If **you** separate from **your** partner, **you** can split **your** dual plan into two single policies and the **premium** for each policy will be adjusted accordingly.
- + Dual plan policies, while documented in combination with one another, are separate and independent of each other.

Changing Covers

- + **You** can reduce the amount **you** are covered for at any time, subject to policy minimums.
- + Please contact **us** and **we** will adjust **your premium** and issue a new policy schedule showing **your** new cover. Previous **premium** paid will not be returned.
- + While **you** may not increase **your benefit** directly on an existing policy **you** can increase **your** cover if **you** qualify under Guaranteed insurability options (below).
- + Any new applications may be subject to underwriting and/or additional disclosure requirements. New **premiums** will be applied to any new policies.

Guaranteed insurability option

- + **You** can increase the amount of cover without answering any more medical information if any one of the following occurs within the lifetime of the product:
 - **You** get married or enter a registered civil partnership.
 - Birth of **your** child.
 - **Your** legal adoption of a child.
 - **Your** earnings increase due to a new job or promotion.
 - **You** increase **your** mortgage because **you** are moving home or undertaking major home improvements.
- + This option may be used up to a maximum of three times over the policy term, within six months of the event. If **we** request relevant documents in relation to the events, **you** must provide them to **us**.
- + For all events, the amount of cover may only be increased up to 50% of the original **sum assured**, up to a maximum of £150,000.
- + In the event of an increase in **your** earnings, **you** can increase **your sum assured** with the amount equal to the original **sum assured** multiplied by the percentage increase in earnings.
- + In the event **you** increase **your** mortgage because **you** are moving home or undertaking major home improvements, **you** can increase **your sum assured** with the amount of the increase in the mortgage.
- + **Your premiums** will be adjusted accordingly.
- + If **you** have more than one policy with Assura these limits apply across all these policies and not separately for each of them.
- + This option will not be available to **you**:
 - If either **you** or **your** partner, in the case of a **dual life** plan, is aged 55 or older.
 - In the last five years of the policy term.
 - If either **you** or **your** partner, in the case of a **dual life** plan, have been diagnosed with or are

receiving or have received medical treatment for a terminal illness.

Making a claim

- + If either **you**, a policy trustee or estate executor need to make a claim please contact Family Assurance Friendly Society's Claims Team directly by:
 - Phone on 0808 196 5861
 - Email: claims@assuraprotect.com
 - Post at Dividend Life Claims, 16-17 West Street, Brighton BN1 2RL

What if I want to complain?

- + To find out how to make a complaint please follow our step-by-step process at www.assuraprotect.com.
- + Alternatively, **you** can contact **us** directly by:
 - Phone: 0330 010 0210
 - Email: complaints@assuraprotect.com
 - Post: Assura Protect Ltd. 86 Gloucester Place, First Floor London W1U 6HP
- + Complaints relating to sales or administration will be handled by Assura. Those relating to the product, pricing, underwriting or claims will be passed to the product provider, Family Assurance Friendly Society.
- + If **we** have not been able to resolve **your** complaint or if **we** have not sent **you** a final response within 8 weeks, **you** can ask for help from the Financial Ombudsman.
- + **You** can contact the Financial Ombudsman by:
 - Phone: 0800 0234 567 (free from UK landlines and mobiles) or 0300 123 9123 (calls cost no more than 01 and 02 calls)
 - Email: complaintinfo@financial-ombudsman.org.uk
 - Post: Financial Ombudsman Service, Exchange Tower, London E14 9SR
- + If **you** contact us or the Ombudsman to complain, it will not affect **your** right to take legal action.

Permitted information usage

- + **Your** information will be held by Family Assurance Friendly Society Limited, Assura Financial Limited, and our reinsurers in accordance with the requirements of the Data Protection Act 2018.
- + **Your** information and personal data will be used for providing insurance and/or handling claims or complaints.
- + **You** can find more information about this and our privacy policy at assuraprotect.com/privacy-policy.

The Financial Services Compensation Scheme (FSCS)

- + This policy is covered by the Financial Services Compensation Scheme (FSCS).
- + The FSCS will pay 100% of the value of the claim. The payment amount has no upper limit. **You** can find out more about the FSCS, including eligibility to claim, by visiting its website.
- + The FSCS is designed to pay compensation if a firm is unable to pay claims because it has stopped trading or been declared in default.
- + **You** may be entitled to compensation from the scheme if Family Assurance Friendly Society Limited cannot meet their obligations.
- + Whether or not **you** are able to claim and how much **you** may be entitled to will depend on the specific circumstances at the time.

- + For further information about the scheme please contact the FSCS by:
 - Telephone: 0800 678 1100
 - Email: through their website at www.fscs.org.uk/contact-us/
 - Post: Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY

Applicable law

- + This policy is governed by the laws of England and Wales and are based on current law and precedent, which may change in the future.

TERM LIFE INSURANCE

Who is covered?

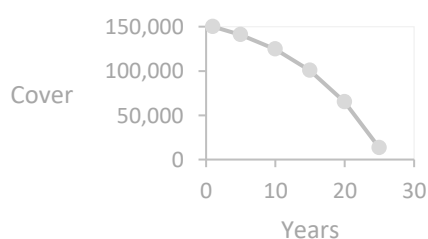
- + The **life insured** is covered.

Level term cover

- + If **you** choose **Level Term Insurance** the policy **benefit** (cover amount) will remain the same over the life of the policy unless **you** choose to change **your benefit** level.

Decreasing term cover

- + If **you** choose **Decreasing Term Insurance**, the policy **benefit** (cover amount) will reduce each year in a similar way to the balance of a repayment mortgage with an 8% interest rate. **Your** current policy **benefit** will be updated monthly, and the current level can be checked at any time in **your** online Annabel account. Below chart illustrates an example of how the policy **benefit** would reduce for an initial **sum assured** of £150,000 and 25 years term.



- + When **you** make a claim within this type of cover, we will pay 100% of the **sum assured** as at the claimable event date.

Type of cover

- + **You** are covered from the policy start date until the policy end date unless one of the following occurs:
 - **You** die.
 - **You** are diagnosed with a **terminal illness**.
 - **You** or **we** cancel the policy.
 - Cover ceases due to non-payment of **premium**.

Your cover will stop when the policy ends.

- + You will be covered and will receive the prescribed **benefit** if, before the end of the policy:
 - You die.
 - You are diagnosed with a **terminal illness**.

Terminal illness cover

- + No **terminal illness** claim can be made after the death of the life insured.
- + For Decreasing Term policies, the **benefit** amount payable will be the amount of cover **we** calculate on the date when a **terminal illness** was diagnosed.

What you are not covered for

- + A Life Insurance **benefit** will not be paid if:
 - Within the first year of the policy, **your** death is caused by suicide, or intentional and serious self-injury, or an event where in our reasonable opinion, **you** took **your** own life.
 - Some elements of cover are restricted based on the information **you** provided. **We** will detail any exclusions applied within **your** Policy Schedule.
 - For a **terminal illness** which:
 - Does not meet our definition(s)
 - Is claimed after the covered persons' death.

Claim waiting periods

- + There is no waiting period for a claim on the policy, meaning **you** are able to make a claim any time from the **policy start date**.

Risks to your policy cover and benefit

- + It is important that the information **you** give us in **your** application is accurate and complete, as **we** rely on it to set the policy terms and conditions. If it is not:
 - **We** may reduce the amount **we** pay on a claim **you** make or not make any payment at all.
 - **We** may amend the terms of **your** cover.
 - **We** may cancel **your** policy completely.
- + Where **we** cancel **your** policy, **we** may not refund the **premium you** have paid.
- + If **you** become aware that information **you** have given us is inaccurate, **you** must let us know as soon as **you** can.
- + If **you** stop paying **your premium** for any reason, **your** policy will lapse. This means **you** will no longer be insured.
- + If **your** policy lapses, **your** cover will also end.
- + For the avoidance of doubt our policy has no cash-in value and there is no savings element built into this policy. Due to inflation, any amount paid out may not buy as much in the future as it would now.

DEFINITIONS

- + **Benefit.** The amount paid to **you** by us for each valid claim.
- + **Claimable event date.** The day one of the claimable event occurs, **you** either die or are diagnosed with a **terminal illness**.
- + **Dual life.** This insures two people, as opposed to just one, and can pay out separately for both **lives insured**. If one of the **lives insured** dies or has made successful **terminal illness** claim, the policy continues to cover the survivor, or the **life insured** who hasn't claimed for a **terminal illness**.
- + **Decreasing Term Insurance.** Where **your sum assured** decreases each year in a similar way to the balance of repayment mortgage with an 8% interest rate.
- + **Eligible.** Being able to qualify for the cover and **benefits** detailed in the key facts document and terms and conditions documents.
- + **Lapse(d).** Refers to the period after the 60th day from **your** payment due date being missed, from when **you** are no longer covered.
- + **Level Term Insurance.** Where the **sum assured** remains the same for the whole of the policy term.
- + **Life insured.** The person whose life is covered under the policy.
- + **Our, us or we.** Family Assurance Friendly Society Limited.
- + **Policy expiry date.** The date that cover under the policy will end.
- + **Policy start date.** The start date of the policy.
- + **Premium(s).** The monthly funds **you** pay us to effect **your** policy and provide **you** cover.
- + **Sum assured.** The cover amount available at any moment during the lifetime of the policy. For Level Term Policies the **sum assured** amount remains constant during the life of the policy. For Decreasing Term Policies, the **sum assured** decreases each year in a similar way to the balance of a repayment mortgage with an 8% interest rate.
- + **Terminal illness.** Where a definite diagnosis was made by **your** hospital consultant of an illness that satisfies each of the following:
 - The illness either has no known cure or has progressed to the point where it cannot be cured,
 - In the opinion of **your** hospital consultant and **our** Medical Officer, the illness is expected to lead to death within 12 months.
- + **You or your.** The owner(s) and /or assigned trustees or personal representatives of the policy owner, who are legally entitled to receive the amount of cover when a valid claim is made.