

## Income Protection Insurance

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### Policy Summary – Key Information You the Customer Need To Be Aware Of

Please read this document carefully. This policy summary does not contain the full terms, exclusions and conditions of the contract; these can be found in the policy document which we suggest that you read carefully. We have drawn your attention to parts of the policy wording with the use of text boxes.

### About Income Protection Insurance

Income Protection Insurance can help you protect a proportion of your monthly income if you become unemployed through no fault of your own, or become a Full-time Carer for a partner or relative, or suffer an accident or sickness (otherwise known as disability) or you are hospitalised.

### What type of cover is available under the insurance policy?

The cover you have selected will be shown on your policy schedule. We offer three types of cover:

- Accident and Sickness and Hospitalisation (known as Disability) only or
- Unemployment and Full-time Carer only or
- Accident, Sickness, Hospitalisation, Unemployment and Full-time Carer.

The Accident, Sickness, Hospitalisation, Unemployment and Full-time Carer cover provides the maximum protection under the policy.

### How does the Policy work?

- You choose the type of cover you need and level of benefit that is suitable for your demands and needs.
- You pay the premiums as they fall due on a monthly basis.
- In the event of a valid claim, we will not pay out more than 12 monthly benefit payments as specified in your policy documents.
- Also we will not pay out more than the total monthly benefit as specified in your schedule.

### I. Who provides the insurance cover?

#### Accident, Sickness, Hospitalisation, Unemployment and Full-time Carer Cover

This insurance is underwritten by Alpha Insurance A/S and the insurance policy is administered by: Trent-Services (Administration) Limited

Trent Lodge  
Stroud Road  
Cirencester  
Gloucestershire  
GL7 6JN  
e-mail [admin@trent-services.co.uk](mailto:admin@trent-services.co.uk)  
telephone 01285 626020.

Trent-Services (Administration) Limited are authorised and regulated by the Financial Services Authority No. 315285.

## 2. Are you eligible for cover?

### You must be:

- Aged 18 and over and under the statutory retirement age; and
- Working (for at least 16 hours per week) and residing in the United Kingdom for at least the last 6 months; and
- Protecting a proportion of your normal monthly income.

### You are not eligible if:

- You are aware of any impending Disability, Hospitalisation or Unemployment; or
- You are a Full-time Carer or are aware of circumstances which may result in you becoming a Full-time Carer; or
- You are in casual, temporary or seasonal work or working less than 16 hours per week.

 For full details of Eligibility for cover see policy wording section **I. ARE YOU ELIGIBLE FOR COVER?**

## 3. How long does cover last?

Your cover is reviewed on an annual basis. Thirty (30) days before the policy has been in force for a year, and annually thereafter, we will write to you advising you of the premium for the next 12 months and any changes to your cover.

## 4. Will your premium change each year?

The premiums for future years will depend upon the forecasts of costs to us of settling claims and changes in taxation and inflation. We will not seek to recover, in future years, the costs of any claims already paid out. Changes to your premium will not depend on your individual circumstances but on the cost of overall claims.

## 5. What cover do you get?

This policy will protect you in the event you are unable to work due to one of the following:

- *Accident and Sickness (known as Disability) and Hospitalisation*
- *Involuntary Unemployment or becoming a Full-time Carer*

The monthly benefit payable will be the amount you have selected, up to a maximum of £2,000 or 50% of your normal monthly income

### SIGNIFICANT FEATURES AND BENEFITS

Accident	If your Doctor certifies that you have been unable to work for 30 consecutive days due to an Accident we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to, calculated on a daily basis and paid monthly in arrears.
Sickness	If your Doctor certifies that you have been unable to work for 30 consecutive days due to a Sickness we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to, calculated on a daily basis and paid monthly in arrears.
Hospitalisation	If you are an in-patient in hospital for seven consecutive days we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to, calculated on a daily basis and paid monthly in arrears.
Unemployment and Full-time Carer	If you have not been working for 30 consecutive days due to Involuntary Unemployment or becoming a Full-time Carer for a partner or close relative we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to, calculated on a daily basis and paid monthly in arrears.

## Self Employment / Shareholder / Contract Employment – Unemployment Cover


If you are self employed, on a fixed term contract or you or a relative / member of your household has shares of 20% or more in the business, cover is only provided for Unemployment in certain circumstances. Please read section 4.2 Unemployment and Full-time Carer Claims in the policy wording carefully. If you are unsure about how the cover applies to your individual circumstances or decide the Unemployment cover is not suitable for your needs, please contact Trent-Services.

### 6. Are there any exclusions in the cover?

#### Main reasons we do not pay out for Accident, Sickness and Hospitalisation (Disability)

No benefit will be payable if you are unable to work due to:

- Acquired Immune Deficiency Syndrome (AIDS) or infection by Human Immunodeficiency Virus (HIV) unless a Hospital Consultant certifies this condition prevents you from working;
- Deliberate injury;
- Alcohol, solvent abuse or drugs;
- Any condition where you sought medical treatment within the previous 12 months;
- Stress, anxiety or depression unless a Hospital Consultant certifies this condition prevents you from working;
- Back conditions unless there is radiological evidence of medical abnormality, visible wound or contusion or a Hospital Consultant certifies this condition prevents you from working;
- Pregnancy, childbirth or abortion other than a medical complication;
- Medical operations or treatments which are not medically necessary including cosmetic or beauty treatments.


 **Disability** and **Hospitalisation** exclusions are shown in the Policy document under section 4.1.1 **Accident Sickness and Hospitalisation Exclusions**

#### Main reasons we do not pay out for Unemployment and Full-time Carer cover

No benefit will be payable to you if:

- You have not been working 6 months prior to the policy start date;
- You have been notified or are aware of the possibility of Unemployment or the need to become a Full-time Carer at the policy start date;
- You are notified or are aware of Unemployment or the need to become a Full-time Carer within the first 90 days the start date of the policy;
- You are employed in casual, seasonal or temporary work or work less than 16 hours per week;
- Your Unemployment is due to voluntary redundancy, resignation or retirement;
- You are outside the UK for 90 days or more (unless in the armed forces or a civil servant in a British Embassy or Consulate);
- You are made unemployed from a business where you can control the affairs of the business because you or a relative or member of your household individually or jointly holds shares of 20% or more;
- You refuse any offer of reasonable alternative employment by your employer.

 **Unemployment** exclusions are shown in the Policy document under section 4.2.1 **Unemployment Exclusions**

 General exclusions for **Accident, Sickness, Hospitalisation, Unemployment** or being a **Full-time Carer** are shown in the Policy document under section **6. GENERAL EXCLUSIONS**

## 7. What is the duration of the policy?

This policy is arranged on a monthly basis with an annual review date. It is in force whilst the premium is being paid.

## 8. When does cover end?

Cover ends when:

- You die; or
- You retire from Work or reach the statutory retirement age, whichever is the earlier; or
- You stop residing or Working in the United Kingdom; or
- You default on your premium payment; or
- You do not renew this Policy; or
- You no longer have an income (unless you are in claim); or
- You or we cancel this Policy.

🔗 See policy wording **Section 2. WHAT THE WORDS MEAN** for full definition of "Termination Date"

## 9. Can you cancel the cover?

You can cancel your cover under this policy by writing to the administrators, Trent-Services (Administration) Ltd and quoting your policy number within 30 days of the policy start date as shown on your schedule and we will refund any premium you have paid, provided that you have not made a claim under this policy.

Thereafter you may cancel your cover under this policy by writing to the administrators. Your cover will cease on the date we receive your request in writing. No refund of premium will be made if you cancel your cover under this policy more than 30 days after the policy start date.

## 10. Can we cancel the cover?

We may cancel your policy by giving you 90 days notice prior to your policy review date. This will not depend on your individual circumstances but due to it being impossible, unpractical or unreasonable to continue. This will not affect any rights to monthly benefit which you may already have received under this policy before the termination date of your cover.

## 11. Reviewing your cover?

Please remember that it is your responsibility to regularly review your level of cover and to advise the administrator of any changes in your personal situation.

## 12. What to do if you have a claim?

You must give us notice by telephoning the claims administrator Trent-Services on 01285 626020. If you claim you must keep the policy running and continue to pay your premiums as they fall due. If you do not then your policy will end.

🔗 For full details of what to do if you have a claim please refer to the Policy document under section **11. HOW TO CLAIM.**

## 13. What to do if you have a complaint

We aim to provide you with the highest level of service at all times. However, we recognise that things can go wrong occasionally and if this occurs, we are committed to do our best to resolve the matter promptly.

## Sales

If you are unhappy with any aspects of the sale of this insurance please contact the sales agent from which the insurance was purchased. When you do this quote your policy number, which is on your policy schedule.

The administrator handles complaints regarding general administration and claims on our behalf.

## Administration and Claims

If you are unhappy with the general administration of the policy or have cause for complaint please write to **Administrator**, Trent-Services (Administration) Ltd, Trent Lodge, Stroud Road, Cirencester, Gloucestershire GL7 6JN, e-mail [admin@trent-services.co.uk](mailto:admin@trent-services.co.uk) , telephone 01285 626020. When you do this, please quote your policy number, which is on your policy schedule.


If, after this, you are still not satisfied with the way a complaint has been dealt with, you may ask the Complaints Department at Alpha Insurance A/S, Harbour House 1, Sundkrogsgade 21, DK-2100, Copenhagen Denmark to review your case (this would not affect your rights to take legal action if necessary).

If you still remain dissatisfied after following the above procedures in full, you can ask the Financial Ombudsman Service to review your case.

## 14. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS.

 Further Information:

### **Premiums**

Any premiums, premium refunds, or claims money held by Trent-Services will be treated as held on behalf of the insurer.

### **Insurance Premium Tax**

The premium includes Insurance Premium Tax (IPT) at the current rate. If we are required by law to increase the level of IPT or to make any other charges, we will increase your premium from the date any such charges are implemented.