

product information
MortgageCare

accident, sickness and unemployment mortgage payment protection product



universal
provident

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policy summary

keyfacts[®]

the information provided in this policy summary is key information you should read.

- The Policy Summary does not contain the full terms and conditions of your MortgageCare policy. The full terms and conditions can be found in the policy document.
- Your MortgageCare Mortgage Payment Protection policy is underwritten by Lloyd's Syndicates. The syndicates are managed by Canopus Managing Agents Limited. Canopus Managing Agents Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Its registered office is at Gallery 9, One Lime Street, London EC3M 7HA and it is registered in England & Wales under number 01514453.
- The policy pays benefit to protect your mortgage repayments and related costs. There is a choice of cover available to you – you can choose cover for accident, illness and involuntary unemployment, accident and illness only or involuntary unemployment only. Cover for involuntary unemployment also includes giving up work to become a full-time carer.

Significant Benefits	Significant Exclusions & Limitations	Policy Reference
<p>The insurer will pay benefit in the event of you being unable to work as described on page 3</p>	<p>Benefit is payable to the amount chosen by you. The amount of benefit chosen should be sufficient to cover at least your monthly mortgage repayment and related life assurance, endowment or investment contracts. You are not however restricted to this amount and may choose an amount up to 25% more than this to cover the monthly costs linked to your property such as home insurance. You should be aware that any amount you insure above the amount of your mortgage repayment may affect your entitlement to certain state benefits.</p> <p>Benefit is payable until you resume work (to a maximum of 12 months).</p> <p>The amount of benefit must not exceed the lesser of £1,800 per month or 75% of your gross monthly income.</p> <p>If you have a joint mortgage you can both be covered. You can choose how to split the monthly benefit but each person's benefit cannot exceed 75% of their gross monthly income.</p> <p>Benefit will not be payable for the initial 30 day period of your inability to work, known as the claim waiting period.</p>	<p>Policy Document – Benefit Limits</p> <p>Policy Document – Disability protection and the maximum benefit you can expect and Unemployment protection and the maximum benefit you can expect</p> <p>Policy Document – Benefit Limits</p> <p>Policy Document – Benefit limits</p> <p>Policy Document – How the cover works</p>
	<p>This policy does not cover any claims relating to:</p> <p>Disability:</p> <ul style="list-style-type: none"> • Drug or alcohol abuse • Pre-existing medical conditions (see Additional Information section) • Self-inflicted injury • Mental or nervous disorders • Back disorders without certain medical evidence <p>Unemployment:</p> <ul style="list-style-type: none"> • Unemployment during the unemployment exclusion period (see Additional Information section) • Unemployment which you knew about at the start of your cover • Any period for which you have received payment in lieu of notice • Normal or seasonal unemployment • Voluntary unemployment • Unemployment as a result of misconduct <p>Other:</p> <ul style="list-style-type: none"> • Chemical and nuclear contamination • War and similar risks 	<p>Policy Document – Exclusions</p>
	<p>You will only be eligible for cover if at the start of your cover you are:</p> <ul style="list-style-type: none"> • resident in the United Kingdom (excluding the Channel Islands and the Isle of Man). • aged 18 years to 64 years of age. • working in the UK for at least 16 hours per week and have been so continuously for the previous six months. • not absent from work because of accident or illness. • not aware of any impending unemployment. • not aware that you will have to give up work to become a full-time carer. <p>Please note that if the nature of your work is temporary, casual or occasional or you work on a contract basis which does not extend beyond 12 months, you do not qualify for cover.</p>	<p>Policy Document – To Qualify For MortgageCare</p>

your right of cancellation

If for any reason you decide not to accept this insurance, you have 30 days from the later of the date of receipt of the policy documents or the date on which your cover starts, to return the policy document to Universal Provident and confirm that you wish to cancel the cover.

By exercising your right to cancel you withdraw from the contract of insurance as at the date of such notice. No later than 30 days after the date on which notice of cancellation is received you will be reimbursed any sums which you have paid in connection with this policy.

If you do not exercise your right to cancel within the cancellation period, then simply by continuing to pay your monthly premiums we will renew your cover each month automatically and without the need to notify you each time.

After the cancellation period you can cancel your policy at any time by writing to Universal Provident. There is no refund when you cancel after the "cooling-off" period because premiums are paid monthly, so you will only have paid for the cover you have already received. Please note that premiums should be maintained during the period of any claim to ensure continuity of cover.

how long the cover lasts

You will be covered for one month from the commencement date as set out in the policy schedule and for each further consecutive monthly period for which the insurer accepts a premium until:

- non-payment of the premium when it becomes due,
- your 65th birthday. However, where you have a valid claim in progress on this date, or if an event has occurred prior to this date which leads to a valid claim, the Insurers will accept and/ or continue to pay your claim until it would otherwise have ended under the terms and conditions of your policy, or,
- the date you retire with no intention of continuing or resuming employment, or
- the date you no longer hold a mortgage.

We recommend that you review your personal circumstances periodically to make sure that this insurance is still suitable for you.

the insurer's right to make changes

The Insurers can change the terms or conditions of this policy, including the premium payable. If they do this they will give you at least 60 days written notice of such change, sent to your last known address, although they may introduce changes immediately and advise you within 30 days of the change having been made if the change is favourable to you.

The Insurers will only change your premium and/or the terms or conditions of your policy for the following reasons:

- to make the terms or conditions of your policy more favourable to you;
- to make minor changes to your policy wording that do not affect the nature of the cover and benefit provided such as changes to make the policy easier to understand;
- to reflect changes in the law, in regulation (including any decision of a regulatory body), or to any code of practice or industry guidance affecting the Insurers or your policy;
- to reflect changes to taxation applicable to your policy (including but not limited to insurance premium tax);
- to reflect increases or reductions in the cost (or projected cost) of providing your MortgageCare cover, including but not limited to cost increases or reductions caused by changes to the number, length, cost or timing of claims which the Insurers as part of their pricing policy have assumed or projected will be made under MortgageCare;
- to cover the cost of any changes to the cover/benefits provided under your MortgageCare including but not limited to reductions in the time that you have to wait before a claim can be paid or the removal of one or more policy exclusion(s);
- to cover the cost of changes to the systems, services or technology in support of your MortgageCare;

Once such an alteration has been made by the Insurers no further changes will be made to the terms and conditions of or premium for your policy for at least 6 months, unless the Insurers are obliged to do so by law, regulation, any code of practice or industry guidance.

Upon receiving notice of any changes or proposed changes to your policy, you may cancel cover if you are unhappy with the change or proposed change.

The Insurers may cancel cover under your policy by giving you at least 90 days written notice at your last known address. If a substitute Payment Protection Insurance Scheme is being offered in place of this policy, 60 days written notice of termination or substitution will be given. If the Insurers cancel cover under your policy no further premium will be payable by you and you will continue to receive any benefits for a valid claim if your claim date was before the date the policy was cancelled.

how to claim

If you believe you have a claim under this policy you should notify the claims administrators on 0330 102 6032 during normal office hours (9.00a.m. to 5.00p.m.). Full details can be found in the How to Claim section of your policy document.

customer complaints

Our aim is to provide you with a high quality service at all times, although we do appreciate that there may be instances where you feel it is necessary to lodge a complaint.

If you do wish to complain, please note the 3 steps below, along with the relevant contact details for each step.

Please take special note however that should you wish to direct your complaint directly to Lloyd's in the first instance, you may do so by using the contact information referenced in Step 2 below.

Step 1:

In the first instance, if your complaint does not relate to a claim please direct it to:

Universal Provident Limited
John Ormond House
899 Silbury Boulevard
Central Milton Keynes
MK9 3XL
Tel: 0800 668 1321

or, if your complaint does relate to a claim, please direct it to:

Claims Administrators
Jubilee Services Solutions Limited
Quay Point, Lakeside Boulevard
Doncaster
South Yorkshire
DN4 5PL
Tel: 0330 102 6032
Email: jss.enquires@directgroup.co.uk

Step 2:

Should you remain dissatisfied with the outcome of your complaint from Universal Provident Limited or the claims administrators your legal rights are not affected, and you may refer your complaint to Lloyd's. Lloyd's contact information is:

Complaints at Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Kent
ME4 4RN
Tel: 020 7327 5693
Email: complaints@lloyds.com

Details of Lloyd's complaints procedure are set out in a leaflet "Your Complaint - How We Can Help", which is available at www.lloyds.com/complaints. Alternatively, you may ask Lloyd's for a hard copy.

Step 3:

If you still remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. The contact information is:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567 - calls to this number are normally free for people ringing from a 'fixed line' phone – but charges may apply if you call from a mobile phone.

0300 123 9123 - calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs.

Email: complaint.info@financial-ombudsman.org.uk

compensation

Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation if a Lloyd's insurer is unable to meet its obligations to you under this contract. Further information can be obtained from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU. Tel: 0800 678 1100 (Freephone) or 020 7741 4100 Website: www.fscs.org.uk

additional information

how does the cover work?

In the event of a claim under your policy we will start to pay benefit as soon as you have been unable to work for 30 consecutive days as a result of:

- accident or illness, or
- unemployment, through no fault of your own.

From day 31 of your claim you will be entitled to 1/30th for your chosen monthly benefit for each further consecutive day that you are unable to work. Your entitlement to benefit will continue for up to 12 months for each claim. All benefit will be paid to you monthly in arrears.

what are pre-existing conditions?

Your policy has a two-year moratorium relating to pre-existing medical conditions, which are specifically defined as:

Any disease illness or injury for which:

- you have received medication, advice or treatment; or
- you have experienced symptoms;

in the five years before the start of your cover, whether or not the condition has been diagnosed.

The moratorium means that benefit cannot be claimed for a pre-existing condition until you have contributed to the plan for a continuous period of 24 months and you have not received medical advice or treatment for the condition for a continuous period of 24 months prior to the date of claim.

Warning – You should not, under any circumstances, forego necessary medical advice or treatment during the first two years of a policy. Such a course of action could both endanger your own health, and in the case of transmittable disease, could endanger the health of the general public.

how does the type of employment contract I have affect my cover?

Cover for unemployment will vary according to the type of employment contract you have at the time you claim:

Permanent employees – if you are employed on a permanent, open-ended contract, you will be covered for compulsory redundancy and dismissal, provided this was not for misconduct.

Fixed term contract workers – if you have a renewable fixed term contract, you are covered if your employer cancels the contract early or if it is not renewed, provided that:

- it was an annual contract and had already been renewed at least once,
- or

- you had worked for the same employer for at least 24 months or you had previously worked for that employer under a permanent contract.

If your contract and work record are anything other than the above, you are only covered if your contract is cancelled early (but not if it is not renewed). Please note that the benefit will not be paid after the date the contract would have expired normally.

Self-employed – you will be covered if you have ceased trading because you could not find enough work to meet your reasonable living expenses and have declared this to HM Revenue & Customs.

what is the Unemployment Exclusion Period?

The Unemployment Exclusion Period is the period during which any notification of unemployment or becoming a carer will not result in a claim under your policy.

For policies taken out to protect the repayments relating to a new mortgage this will be the first 60 days of cover. For policies taken out more than 30 days after the mortgage began, this is the first 120 days of cover.

customer help programme

Your MortgageCare policy will give you free access to a confidential and independent advice and counselling service providing help and guidance on achieving a speedy return to work in the event of unemployment.

the law

Your cover is subject to English Law unless you and the insurers agree otherwise. This document is written in English and all communications about it will be conducted in English.

statement of demands and needs

Universal Provident's MortgageCare policy meets the demands and needs of those people who wish to protect their mortgage repayments in the event of their being unable to work for a short period.

documents

This document and all other documentation relating to your policy with Universal Provident are only available in the English language. This document is available in larger print on request.

data protection

Any information provided by you or regarding you will be processed by the insurers in compliance with the provisions of the Data Protection Act 1998 for the purpose of providing insurance and handling claims. This may require you to provide such information to third parties.

All phone calls relating to applications and claims may be monitored and recorded and the recordings used for fraud prevention and detection, training and quality control purposes.

Subject to the provisions of the Data Protection Act 1998, you are entitled to receive a copy of the information the insurers hold about you. You may be charged a fee for this. Such requests should be made to:

The Data Protection Officer
Canopus Managing Agents Limited
Gallery 9
One Lime Street
London
EC3M 7HA

Any information you give will be used by Canopus Managing Agents Limited and it may also share this information with other group companies.

For more information on the Data Protection Act you may also write to the Office of the Information Commissioner at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Email: casework@ico.org.uk

fraud prevention and detection

The insurers take a robust approach to fraud prevention in order to keep premium rates down so that you do not have to pay for other people's dishonesty. If any claim under this insurance is fraudulent or is intended to mislead, or if any misleading or fraudulent means are used by you or anyone acting on your behalf to obtain benefit under this insurance, your right to any benefit under this insurance will end, your cover will be cancelled and the insurers will be entitled to recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim. The insurers may also inform the police.

insurer's liability

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

regulatory authorities

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premiums and claims – your rights

When handling premium payments from you that are due to the insurer, and when handling any premium refund due to you, the administrators act as authorised agents of the insurer. This means that when you pay a premium to the administrators it is deemed to have been received by the insurer, and that any premium refund paid by the administrators is not deemed to have been paid until you have received the payment.

Also when the claims administrators handle a claim you make on this policy they act as authorised agents of the insurer. This means that any valid claim you make with the claims administrators which is to be settled by a payment, is not deemed to have been settled until you have received the payment.

disclosure of important information

When you applied for this cover, and/or when you applied to make any change to the cover, you were asked a number of questions. The insurers relied on all of the answers to these questions to decide the terms upon which they offered you cover or amended cover. This includes the premium to be charged.

It is, therefore, essential that all of the answers you gave were, to the best of your knowledge, truthful, complete and accurate. If any of your answers are later found to be incorrect, incomplete or misleading, this could lead to your cover being declared invalid and/or to your claim not being paid or not paid in full.

John Ormond House, 899 Silbury Boulevard, Central Milton Keynes MK9 3XL.

Tel: 0800 668 1321

Visit us at: www.universalprovident.co.uk

Universal Provident Limited is an Appointed Representative of Personal Assurance Services Limited which is authorised and regulated by the Financial Conduct Authority and is a wholly owned subsidiary of Personal Group Holdings Plc. Personal Group is a trading name of Personal Group Holdings Plc.

Universal Provident Limited may monitor or record calls to ensure a consistent level of service.

Universal Provident Limited, registered in England and Wales No. 2950642.

Registered address, John Ormond House, 899 Silbury Boulevard, Central Milton Keynes MK9 3XL.

