

# Short Term Income Protection Insurance Insurance Product Information Document

## Product: Bettersafe Short Term Income Protection Insurance

Bettersafe Short Term Income Protection Insurance is underwritten by Lloyd's syndicate 4444 managed by Canopus Managing Agents Limited. Canopus Managing Agents Limited is registered in England and Wales no. 01514453 in the United Kingdom.

Canopus Managing Agents Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number: 204847.

This Insurance Product Information Document contains only a summary of the insurance cover. The full terms and conditions of the insurance, including for example complete information on exclusions, your obligations, how to make a claim, and your complaints and cancellation rights, can be found in your Policy Document and Certificate of Insurance. You should read your Policy Document and Certificate of Insurance carefully to ensure your cover meets your needs.

### What is this type of insurance?

This insurance is an Income Protection insurance designed to help protect a proportion of your monthly income if certain unforeseen situations affect your ability to work.



#### What is insured?

- ✓ The policy provides cover if you cannot work due to an accident, illness, or involuntary unemployment (which includes giving up work to become a full-time carer).
- ✓ You can choose to buy accident and sickness & unemployment cover, accident and sickness cover only, or unemployment cover only.
- ✓ The cover options you have chosen will be shown on your Certificate of Insurance.
- ✓ The policy provides up to 12 monthly benefit payments for any one claim.
- ✓ The maximum amount payable per month is £2,000, or 65% of your normal gross monthly earned income, whichever is the lower amount. The amount of your monthly benefit will be shown on your Certificate of Insurance.
- ✓ When you take out your cover you select an "Excess Period" (this will be shown on your Certificate of Insurance). The excess period determines when you become entitled to your first monthly benefit under the policy. No benefit is payable if you return to work before your first monthly benefit becomes due. The date the first monthly benefit becomes due and will be paid is as follows.

Excess Period Selected	1 <sup>st</sup> Monthly Benefit Due & Paid
0 days	Day 31
30 days	Day 61
60 days	Day 91

After you have received your first monthly benefit, you will be entitled to 1/30<sup>th</sup> of your monthly benefit for each further day you are unable to work.



#### What is not insured?

- \* You are not covered if your work is temporary, casual, occasional, or on a contract basis which does not extend beyond 12 months.



#### Are there any restrictions on cover?

We will not pay any claim for:

- ! Any pre-existing medical condition whether diagnosed or not, which you knew about (or should have known about) or for which you have consulted a doctor, in the 12 months immediately before the start date of your insurance. This exclusion will not apply if you remain symptom free and you do not seek treatment for it or advice about it for a continuous period of 24 months.
- ! Backache unless there is x-ray or MRI evidence of medical abnormality.
- ! Any condition caused or aggravated by any psychiatric illness or any mental, nervous or stress related disorder unless you are receiving care from a psychiatric specialist or nurse.
- ! Deliberate self-inflicted injury, alcohol or drug abuse, or elective treatment.
- ! Unemployment, or the need for you to become a carer, which you were aware of at the start date of your insurance.
- ! Voluntary unemployment (unless you have given up work to become a carer) or unemployment due to your misconduct.
- ! Any period for which you have received a payment instead of working a notice period.
- ! Unemployment, or the need for you to become a carer, which is notified to you or which you become aware of during the 120 day period immediately following the start date of your insurance.

! Unemployment which is normal or seasonal in your occupation.



#### Where am I covered?

✓ Cover applies when you are living and working in the UK.



#### What are my obligations?

##### Disclosing important information

You must take reasonable care to provide complete and accurate answers to questions you are asked when you take out or make changes to your policy.

##### Making sure you are eligible for cover

You must ensure that you are eligible for this insurance. The eligibility requirements are advised to you when you apply for/purchase this insurance and are stated in full on pages 4-5 of your Policy Document.

##### When making a claim

You must report a claim within 30 days of being off work. You must complete a claim form and provide, at your expense, any information which may be required. You must also show that you are still unemployed, a carer or off work due to an accident or illness for the duration of your claim.



#### When and how do I pay?

You pay for this insurance monthly by direct debit.



#### When does the cover start and end?

You are covered for one month from the start date shown on your Certificate of Insurance and then for each subsequent month that a premium is accepted from you.



#### How do I cancel the contract?

You can cancel this insurance within 30 days of the start date or, if later, 30 days of the date you receive your Policy Document.

You can also cancel your policy at any other time. To cancel your insurance please contact the Administrator, Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD. You will not be entitled to a refund of premium as you will only have paid for the cover you have already received.

# Income Protection Insurance

## Additional Information

### Product: Bettersafe Short Term Income Protection Insurance

#### 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 please direct your complaint to:

Trent-Services (Administration) Limited

Trent House, Love Lane.

Cirencester GL7 1XD.

Tel: 01285 626020

Email: [admin@trent-services.co.uk](mailto:admin@trent-services.co.uk)

#### Step 2:

Should you remain dissatisfied with the outcome of your complaint 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: +44 (0)20 7327 5693

Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Details of Lloyd's complaints procedure are set out in a leaflet "How We Will Handle Your Complaint", which is available at the website address above. Alternatively, you may ask Lloyd's for a hard copy.

#### Step 3:

If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The contact information is:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 0234 567 (calls to this number are free on mobile phones and landlines).

Tel: 0300 1239 123 (calls to this number cost no more than calls to 01 and 02 numbers).

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

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

#### Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we are unable to meet our obligation to you under this insurance. Further information can be obtained from the Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY.

Tel: 0800 678 1100 (Freephone) or 020 7741 4100.

Website: [www.fscs.org.uk](http://www.fscs.org.uk)