



**SHORT TERM INCOME PROTECTION INSURANCE
WITH HELPLINE SERVICES**

Underwritten by Vibe Syndicate Management Limited on behalf of Syndicate 5678
Issued by Trent-Services (Administration) Ltd

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BETTERS SAFE SHORT TERM INCOME PROTECTION INSURANCE WITH HELPLINE SERVICES

Issued by Trent-Services (Administration) Ltd
Underwritten by Vibe Syndicate Management Limited on behalf of Syndicate 5678

POLICY WORDING

You have applied for Income Protection Insurance with Vibe Syndicate Management Limited on behalf of Syndicate 5678 and upon receipt and acceptance of the **Premiums** as they are due, Vibe Syndicate Management Limited will provide Income Protection Insurance for **You**. Please refer to **Your Certificate of Insurance** for details of the cover and the **Monthly Benefit You** have chosen under this **Policy**.

This **Policy** confirms **You** are insured from the **Policy Start Date** to the extent specified in **Your Certificate of Insurance** and subject to the terms, exclusions and conditions of the insurance contract as set out in this **Policy**

Vibe Syndicate Management Limited on behalf of Syndicate 5678, Registered Address; 5th Floor, 90 Fenchurch Street, London, EC3M 4ST and who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Trent-Services (Administration) Ltd, are the **Policy Administrator** appointed to administer all premium and policies issued under this policy. Trent-Services (Administration) Ltd are authorised and regulated by the Financial Conduct Authority under reference number: 315285. Registered office: Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD. Registered number: 05297950.

Bettersafe is a trading style of Commercial & General Ltd who are authorised and regulated by the Financial Conduct Authority under reference number: 300001. Registered office: 17 Teddington Business Park Station Road Teddington Middlesex TW11 9BQ. Registered number: 03994456.

INFORMATION YOU HAVE GIVEN US

In deciding to accept this **Policy** and in setting the terms and **Premium**, **We** have relied on the information **You** have given **Us**. **You** must take care when answering any questions **We** ask by ensuring that all information provided is accurate and complete.

If **We** establish that **You** deliberately or recklessly provided **Us** with false or misleading information **We** will treat this **Policy** as if it never existed and decline all claims.

If **We** establish that **You** carelessly provided **Us** with false or misleading information it could adversely affect **Your Policy** and any claim. For example, **We** may:

- Treat this **Policy** as if it had never existed and refuse to pay all claims and return the **Premium** paid. **We** will only do this if **We** provided **You** with insurance cover which **We** would not otherwise have offered;
- Amend the terms of **Your** insurance. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **Your** carelessness;
- Reduce the amount **We** pay on a claim in the proportion the **Premium You** have paid bears to the **Premium We** would have charged **You**; or
- Cancel **Your Policy** in accordance with the Cancellation Terms of this **Policy**

We or **Your** insurance broker will write to **You** if **We**:

- Intend to treat **Your Policy** as if it never existed; or
- Need to amend the terms of **Your Policy**.

If **You** become aware that information **You** have given **Us** is inaccurate, **You** must inform **Your** broker as soon as practicable.

It is important that:

- **You** check that the sections **You** have requested are included in the schedule;
- **You** check that the information **You** have given **Us** is accurate – see the “information **You** have given **Us**” section;
- **You** notify **Your** broker as soon as practicable of any inaccuracies in the information **You** have given **Us**;
- **You** comply with **Your** duties under each section and under the insurance as a whole.

PLEASE NOTE: **You** have a statutory right to cancel this **Policy** and obtain a refund of any **Premium** paid for a short period of time after the **Policy Start Date**. Details of these cancellation rights are set out under the heading **CANCELLATION** in this **Policy**.

Your Application for cover, **Certificate of Insurance** and **Policy** form part of this insurance contract.

1. ELIGIBILITY CRITERIA OF THIS POLICY

You are eligible for coverage under this **Policy** if on the **Start Date**:

- **You** are have been a permanent resident in the **United Kingdom** for at least 6 months immediately prior to the **Start Date** of this **Policy**;
- **You** are aged 18 or over at the **Start Date** and will not have passed the state pension age before the **Termination Date** of cover;
- **You** are actively **Working** on the **Start Date** and when **Your** claim occurs, for no less than 16 hours each week;
- **You** have been continuously **Employed** for at least 6 months immediately prior to the **Start Date** of this **Policy**;
- **Your** place of **Work** is within the **United Kingdom**;

- **You** agree to abide by the terms and conditions of this **Policy**.

You cannot be covered under this **Policy** if on the **Start Date**:

- **You** are aware of any impending **Accident** or **Sickness**;
- **You** are aware of any impending **Unemployment** which may affect **You**;
- **You** are in casual, temporary or seasonal **Employment**;
- **You** are **Working** less than 16 hours per week;
- **You** are currently unable to attend **Work** due to an **Accident** or **Sickness** (this does not apply if **You** are on maternity leave, paternity leave, adoption leave or parental leave).

It is very important that **You** provide **Us** with all the information **We** reasonably require in order to administer **Your** insurance. It is particularly important that **You** remember to contact the **Administrator** if **You** change **Your** address.

2. THE TYPES OF COVER THIS POLICY CAN PROVIDE

You can choose between the following types of cover:

- Accident, Sickness & Unemployment** cover; or
- Accident & Sickness** only cover; or
- Unemployment** only cover.

The type of cover **You** have selected is stated on **Your Certificate of Insurance**. If **You** select **Accident & Sickness** only cover **You** will not be able to claim for **Unemployment**. If **You** select **Unemployment** only cover **You** will not be able to claim for **Accident** or **Sickness**.

3. HELPLINE SERVICES

You the insured person has access to the Helpline Services listed below 24 hours a day, 365 days a year. Please note that in some cases, depending on the type of advice required and time of call, a call back may need to be arranged (this does not apply to the Counselling Helpline).

If **You** need to use the Helpline Services, please have ready **Your Policy** number or the name of the organisation who sold **You** this insurance.

The Helpline Services are provided by Legal Protection Group Limited. Legal Protection Group Limited (Firm reference number 749446) is an appointed representative of Eldon Insurance Services Limited). Eldon Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. (Firm reference number 477112).

To help monitor and improve service standards, all calls are recorded, other than those to the Counselling Helpline.

Personal Legal Advice Helpline

Provides an insured person with confidential telephone legal advice on personal legal matters subject to the laws of the **United Kingdom** of Great Britain and Northern Ireland (excluding the Isle of Man and the Channel Islands).

To use the personal legal advice helpline, please call **0344 840 6345**.

Personal Tax Advice Helpline

Provides an insured person with confidential telephone advice on personal tax matters subject to the laws of the **United Kingdom** of Great Britain and Northern Ireland, (excluding the Isle of Man and the Channel Islands).

To use the personal tax advice helpline, please call **0344 840 6345**.

Counselling Helpline

Provides an insured person with a confidential telephone counselling service on matters causing distress. This includes onward referral to relevant voluntary or professional services who may be able to provide further support.

Access to the telephone counselling helpline is covered by this insurance. However, any costs incurred in using these onward referral services are not covered.

To use the counselling helpline, please call **0344 840 6344**.

IMPORTANT NOTES:

- Using the Helpline Services, where obtaining personal legal or personal tax advice, does not constitute notification of a claim. Please refer to the 'How to Make A Claim' Section if **You** need to report a claim under this insurance.
- **We** or the **Administrator** cannot be held responsible if any of the Helpline Services become unavailable for reasons outside of **Our** control.

4. WHAT THE WORDS MEAN

Some of the words and phrases **We** use in this **Policy** have special meanings and these are shown below in **bold type** with their meanings alongside them. Except where the context otherwise requires, the masculine shall include the feminine, the singular shall include the plural and vice versa as appropriate.

Accident &/or Sickness	Means You have a medical Condition certified by a Doctor or Consultant as preventing You from doing Your normal Work or any similar Work which You are reasonably able to do given Your experience, education and/or training and You are not doing any other Work for payment or reward.
Administrator	Means Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD, e-mail: admin@trent-services.co.uk, telephone: 01285626020. Trent-Services (Administration) Limited are authorised and regulated by the Financial Conduct Authority, with the firm reference number 315285.
Application	Means the form that You complete for cover under this Policy .
Benefit Period	Means the maximum number of Monthly Benefit payments that would be payable for any one Claim Period , as stated on Your Certificate of Insurance .
Business	Means a company, trade, industry or profession which is registered in the United Kingdom .
Ceased to Trade	Means the Business has permanently stopped trading due to circumstances entirely beyond Your control or the control of any director or partner in Your Business , and has been wound up or put into the hands of a registered insolvency practitioner or, if the Business is a partnership that the partnership has been permanently dissolved.
Certificate of Insurance	Means the document You receive from Us that details the cover You have selected under this Policy .
Chronic Condition	Means any condition that continues indefinitely, or cannot be cured or eradicated and that may recur or requires ongoing treatment.
Claim Period	Means any separate period of time during which You are Unemployed or unable to Work due to an Accident or Sickness and receiving Monthly Benefit under this Policy .
College	Means the Royal College of Surgeons, the Royal College of Physicians or any other Royal College of medical practitioners based in the United Kingdom .
Condition	Means any accident, sickness, injury, illness or disease including any related sickness, injury, illness or disease or associated symptoms.
Consultant	Means a medical specialist who is a member of a College and recognised by that College to be a Consultant . This does not include You or any members of Your Family or Relatives . The Consultant must also not be any form of internet, web based or online Consultant . Any documentation supplied by an internet, web based or online Consultant will not be accepted as evidence to support Your claim.
Contract Employment	Means You are Employed on a Fixed Term Contract of at least 13 consecutive weeks and You have not been in continuous Employment with the same employer for more than 2 years.
Controlling Director	Means You directly or indirectly own 10% or more of the issued share capital of the Business You Work for.
Doctor	Means a medical practitioner practising in the United Kingdom being a fully registered person under the Medical Act 1983 and registered with the General Medical Council other than You , Your Partner or any of Your Family or Relatives . The Doctor must also not be any form of internet, web based or online Doctor . Any documentation supplied by an internet, web based or online Doctor will not be accepted as evidence to support Your claim.
Eligible	Means You meet the eligibility criteria of the Policy as detailed above in section 1.
Employed or Employment	Means You are in employment and Your employer is deducting P.A.Y.E. tax and National Insurance contributions from Your gross salary and Your employment has no fixed or pre-defined finishing date other than the normal retirement age for Your occupation
Excess Period	Means the period of time at the point of a claim during which there is no Monthly Benefit payable to You , as stated on Your Certificate of Insurance .
Family	Means Your Partner or a Relative of You or Your Partner .
Fixed Term Contract	Means a contract to provide services to a Business in the United Kingdom for a fixed period of time of at least 13 consecutive weeks in duration.
Initial Exclusion Period	Means the 120 days immediately following the Policy Start Date when You cannot claim for Unemployment .
Monthly Benefit	Means the amount of cover You have selected under this Policy as stated on Your Certificate of Insurance . This is the maximum monthly amount payable in the event of a claim.
Normal Income	Means:

Employed – the average gross monthly income **You** have received from **Your employer** in the twelve months immediately prior to **Your** claim.

Self Employed – the monthly average of the annual income **You** declared to the Inland Revenue on **Your** self-assessment tax return for the previous tax year (the tax year immediately prior to the tax year in which the claim occurs). Please note: this means **Your** personal income and not that of **Your** Business.

Normal Pregnancy	Means symptoms which normally accompany pregnancy which are of a minor and/or temporary nature and which do not represent a medical hazard to You or Your baby; and childbirth, including delivery by caesarean section or any other medically or surgically assisted delivery which does not cause medical complications.
Partner	Your spouse, Your civil partner (as defined in Section 1 of the Civil Partnership Act 2004) or the person (whether or not of the same sex) with whom You are permanently cohabiting in a relationship equivalent to marriage.
Payment in Lieu of Notice	Means any payment You are entitled to receive from Your previous Employer or the Government Fund, in the event that Your former Employer is in administration, that relates to the period of notice You should have served under Your contract of employment; or any part of a payment of compensation for loss of position (including any part of a payment agreed under a compromise agreement) in respect of the notice period You should have served under Your contract of Employment .
Period of Cover	Means the period between the Start Date and the Termination Date for which the correct Premium has been paid by You .
Policy	Means the insurance provided under these terms and conditions.
Policy Review Date	Means the date 12 months after the Start Date and annually thereafter.
Pre-Existing Condition	Means any Sickness and medical Condition for which You have suffered from symptoms, received treatment, medication or advice (including regular or routine examinations or consultations to monitor the Condition) from a Doctor or Consultant in the 12 month period immediately prior to the certificate Start Date .
Premium	Means the amount You must pay for cover under this Policy .
Proprietor	Means You own, alone or with others, the Business You Work for.
Relative	Means a parent, brother, sister, uncle, aunt or child (whether adopted or not).
Self Employed/ Self Employment	Means You are in Business alone or in association with others, classed as Schedule D for income tax purposes and paying Class 2 National Insurance contributions and are not classified as being Employed . You will be deemed to be Self Employed if You fall into one of the following categories: <ul style="list-style-type: none">• You are a Proprietor or a Controlling Director;• You are a Relative of either a Proprietor or a Controlling Director who works in or owns the Business You Work for.
Start Date	Means the date insurance cover commences as stated on Your Certificate of Insurance .
Temporary Employment	Means seasonal or casual work, or work lasting or intending to last for a limited time.
Termination Date	Means the end of Your insurance cover under this Policy (as defined in section 19).
Unemployed / Unemployment	Means You are out of Work directly due to circumstances beyond Your control, and You must be: <ul style="list-style-type: none">• Receiving Income Support or Job Seekers Allowance or You do not qualify for these benefits because You have been entitled to make reduced national Insurance contributions in the past• Actively seeking Work• Registered as available for Work at a Job Centre plus or any equivalent benefit office in the United Kingdom• Entirely without employment for either payment or reward• Not in receipt of Payment in Lieu of Notice <p>If You are Self Employed You must comply with the above, and You must have permanently Ceased to Trade due to circumstances entirely beyond Your control and if You are a Controlling Director Your company must have been wound up by a creditor who is not a director of Your Business.</p>
United Kingdom	Means England, Wales, Scotland and Northern Ireland.
Waiting Period	Means the number of days You must be unable to Work due to an Accident or Sickness or Unemployed before You receive any Monthly Benefit . The waiting period You have selected is stated on Your Certificate of Insurance .

We or Us or Our	Means Vibe Syndicate Management Limited on behalf of Syndicate 5678
Working or Work	Means gainful Contract Employment, Employment or Self Employment for sixteen hours or more each Week. You must also be paying the appropriate National Insurance contributions in the United Kingdom .
You or Your or Yourself	Means the person or persons named on Your Certificate of Insurance .

5. THE LEVEL OF COVER THIS POLICY PROVIDES

The maximum **Monthly Benefit** allowable under this **Policy** is £2,000 or 65% of **Your Normal Income**, whichever is the lower.

The **Monthly Benefit** amount **You** have selected is stated on **Your Certificate of Insurance**.

If **You** want to increase **Your Monthly Benefit** because **Your Normal Income** has increased **You** can do so by writing to the **Administrator** within 30 days of **Your Normal Income** increasing. **You** cannot increase **Your Monthly Benefit** during a **Claim Period, Initial Exclusion Period** or during a consultation period pending redundancy.

If **You** want to decrease **Your Monthly Benefit** **You** can do so by putting **Your** request in writing to the **Administrator** at any time.

6. THE NUMBER OF PERSONS THAT CAN BE INSURED

You can only take out cover in **Your** sole name under this **Policy**. If **You** require joint cover and **You** are both **Eligible** for cover **You** must apply separately.

7. DURATION OF THE POLICY

This is a monthly paid **Policy** and it is issued from the **Start Date** to the date the next **Premium** is due. The **Policy** will automatically be renewed for a further month on payment of each **Premium** as it falls due until the **Termination Date**.

It is **Your** responsibility to ensure **Your** level of cover complies with the maximum **Monthly Benefit** allowable under this **Policy**. **You** should review **Your Monthly Benefit** level on a regular basis, in line with **Your Normal Income**.

8. PAYMENT OF PREMIUMS

Premiums are payable by direct debit, monthly in advance by **You**. If **Your Premium** remains unpaid for 30 days after the due date **Your** cover under this **Policy** will cease.

If **You** are in receipt of **Monthly Benefit** **You** must continue to pay **Your** monthly **Premium** as it falls due in order to ensure continuous cover under this **Policy**.

Your Premium will be reviewed annually and **We** will confirm **Your Premiums** for the annual period at least 30 days before the **Policy Review Date** and provided **You** do not alter **Your Policy** these **Premiums** are guaranteed for the annual period. The **Premiums** for future years will depend upon the forecasts of costs to **Us** of settling future claims and any changes in taxation and inflation. **We** will not seek to recover, in future years, the costs of any claims already paid out. Changes in **Your Premiums** will not depend on **Your** individual circumstances, but on the overall cost of claims.

If there are any changes to the current level of Insurance Premium Tax (IPT) or any new taxation levies are imposed then **Your Premium** will be amended from the date any such taxation changes are implemented.

9. PAYMENT OF CLAIMS FOR ACCIDENT & SICKNESS

If **You** are **Working** and **You** suffer from an **Accident** or **Sickness** during the **Period of Cover**, **Your** first **Monthly Benefit** payment is subject to the following:

- **Your Excess Period** (if stated on **Your Certificate of Insurance**); and
- **Your Waiting Period** (as stated on **Your Certificate of Insurance**)

Following the expiry of the above, **We** will continue to pay **You** one thirtieth of the **Monthly Benefit** for each day **You** remain continuously unable to **Work** due to an **Accident** or **Sickness**, monthly in arrears. The first day of **Your Accident** or **Sickness** will be considered to be the date on which a **Doctor** or **Consultant** certifies that **You** are unable to **Work**.

We will continue to pay **You Monthly Benefit** until the **Termination Date** or the earliest of the following:

- The last consecutive day of **Your Accident** or **Sickness**; or
- The date **You** stop providing due proof that **You** remain continuously unable to **Work** due to an **Accident** or **Sickness**; or
- **We** have made the maximum number of **Monthly Benefit** payments allowed in the **Benefit Period**.

10. ACCIDENT & SICKNESS EXCLUSIONS

No **Monthly Benefit** will be payable to **You** if:

- **You** deliberately injure **Yourself** or **Your Accident** or **Sickness** is due to alcohol, solvent abuse or drugs (other than drugs taken under the direction of a **Doctor** or **Consultant** and not for the treatment of drug addiction);
- **Your Accident** or **Sickness** arises from stress, anxiety, depression or any mental or nervous disorder unless **You** are referred to a **Consultant Psychiatrist** by **Your Doctor** and, provided that the **Condition** solely prevents **You** from **Working**, **Your** claim will be considered from the date of diagnosis by the **Consultant** Psychiatrist until **You** are released from their care;

- **Your Accident or Sickness** is due to a back-related **Condition** unless there is radiological evidence of medical abnormality, visible wound, contusion, and provided that the condition solely prevents **You** from **Working**, **Your** claim will be considered from the date of diagnosis by the **Consultant** until **You** are released from their care;
- **Your Accident or Sickness** results from any **Condition** which came about as a result directly or in any way from a **Pre-Existing Condition** or **Chronic Condition** (but this exclusion will not apply to a **Pre-Existing Condition** if **You** have been free from its symptoms, and have not consulted any **Doctor** nor received any treatment for or in connection with it, for a period of 24 months prior to **Your** claim);
- **Your Accident or Sickness** is due to **Normal pregnancy** other than a medical complication which directly occurs as a result of **Your** pregnancy or a pregnancy related **Condition**;
- **Your Accident or Sickness** arises from medical operations or treatments which are not medically necessary, including but not limited to cosmetic or beauty treatments;
- **You** were aware of **Your** impending **Sickness** on or prior to the **Start Date** of **Your Certificate of Insurance**;
- **Your Sickness** is due to any of the **Unemployment** exclusions.

11. PAYMENT OF CLAIMS FOR UNEMPLOYMENT

If **You** are **Working** and **You** become **Unemployed** during the **Period of Cover**, **Your** first **Monthly Benefit** payment is subject to the following:

- **Your Excess Period** (if stated on **Your Certificate of Insurance**); and
- **Your Waiting Period** (as stated on **Your Certificate of Insurance**).

Following the expiry of the above, **We** will continue to pay **You** one thirtieth of the **Monthly Benefit** for each day **You** remain continuously **Unemployed**, monthly in arrears.

The first day of **Your Unemployment** will be considered to be the date on which **You** are registered as available for and actively seeking **Work** at a Job Centre Plus or any equivalent benefits office in the **United Kingdom** and are receiving either Income Support or Job Seekers Allowance unless **You** do not qualify for these benefits, for example, because **You** have been entitled to make reduced National Insurance contributions in the past, or any other legitimate reason as confirmed by the benefits office.

We will continue to pay **You** **Monthly Benefit** until the **Termination Date** or the earliest of the following:

- The last consecutive day of **Your Unemployment**; or
- The date **You** stop providing due proof that **You** remain continuously **Unemployed**; or
- **We** have made the maximum number of **Monthly Benefit** payments allowed in the **Benefit Period**.

Unemployment cover under this **Policy** will vary in accordance with **Your Employment** status as detailed below:

- **Employment - You** will be insured if **You** are made **Unemployed**.
- **Contract Employment:**
 - a) If **You** have been **Employed** on a renewable **Fixed Term Contract** of at least 13 consecutive weeks with the same employer for more than 2 consecutive years or on an annual contract which has been renewed then **You** will be insured if **You** are made **Unemployed**.
 - b) If **You** have been **Employed** on a renewable **Fixed Term Contract** of at least 13 consecutive weeks with the same employer but for less than 2 years then **You** will be insured if **You** are made **Unemployed** during the term of **Your** contract. **You** will not be insured against the non-renewal of **Your** contract and any entitlement to **Monthly Benefit** under this **Policy** will automatically cease on the date **Your** contract was originally intended to terminate.
- **Self Employment – You** will be insured if **You** have permanently **Ceased to Trade** due to circumstances entirely beyond **Your** control and if **You** are a **Controlling Director** **Your** company has been wound up by a creditor who is not a director of **Your Business** and have:
 - a) Filed closing accounts with the Inland Revenue if **You** operate alone; or
 - b) Had **Your** company put in the hands of an insolvency practitioner following the actions of a third party outside **Your Business**; or
 - c) Had **Your** partnership dissolved and final accounts filed with the Inland Revenue following the actions of a third party outside **Your Business**.

12. UNEMPLOYMENT EXCLUSIONS

No **Monthly Benefit** will be payable to **You** if:

- **You** have not been in continuous **Work** for at least 6 consecutive months prior to the **Policy Start Date**; or
- **You** become **Unemployed** within the **Initial Exclusion Period**. However, if **You** transfer cover from another insurer on a like for like basis **We** will waive the **Initial Exclusion Period**, provided that **Your** previous insurance was in force for at least 6 months and **You** never made a claim under that policy; or
- **You** are notified of **Unemployment** within the **Initial Exclusion Period** even though **Your Unemployment** may not take place until after the **Initial Exclusion Period**; or
- **You** are made aware by any means, before the **Start Date** or within the **Initial Exclusion Period**, of anything that might lead to **Your Unemployment**, notwithstanding that no specific reference has been made to **Your** personal situation and that **Your Unemployment** may not take place until after the **Initial Exclusion Period**;
- **Your Work** is casual, seasonal or of a temporary nature or less than 16 hours per week; or
- **Your Fixed Term Contract** ends and is not renewed; or
- **Your Unemployment** is as a result of the expiry of an apprenticeship or training contract; or
- **You** accept voluntary redundancy, resign or retire; or
- **Your Unemployment** is as a result of **Your** refusal to accept a reasonable alternative form of **Employment**;
- **You** have received twelve months benefit payments for an **Unemployment** claim **You** must return to **Work** for at least 180 consecutive days to be eligible to make a new claim for **Unemployment**; or

- **You** are receiving **Payment in Lieu of Notice**; or
- **You** failed to pass a trial or probationary period; or
- **Your Unemployment** arises as a result of **Your** own act wilful misconduct, negligence, dishonesty or fraud; or
- **You** are made **Unemployed** as a result of participating in any industrial action; or
- **Your Unemployment** occurs while **You** are **Working** outside the **United Kingdom** for a period intended by **You** to be more than 90 days - this clause will not apply if **Your** reason for leaving the **United Kingdom** is because **You**:-
 - a) **Work** for the British Armed Forces or;
 - b) **Work** as a Civil Servant in a British Embassy or Consulate.

Benefit will not be paid for **Unemployment** if **You** are receiving **Accident** or **Sickness** benefit under this **Policy**. If, during a **Claim Period** in respect of **Unemployment** **You** are not able to actively seek **Work** solely because of an **Accident** or **Sickness**, **We** may continue to pay **Accident** and **Sickness** benefit to **You** (if selected) but as part of one **Benefit Period** and therefore on terms that the sums **We** have already paid to **You** will count towards the maximum **Benefit Period** as shown in **Your Certificate of Insurance**.

13. SUSPENDING AN UNEMPLOYMENT CLAIM FOR TEMPORARY EMPLOYMENT

If **You** make a claim for **Unemployment** under this **Policy** and **You** are offered a **Temporary employment** **You** can suspend **Your** claim provided that:

- **You** tell **Us** who will be employing you (even if **You** will be **Self Employed**), how many hours **You** will be employed for and the duration of **Your Temporary Employment**; and
- **Your** temporary job lasts for at least one week and no longer than six months and **You** do not have more than three separate jobs during any one **Claim Period**; and
- **You** continue to comply with the terms and conditions of this **Policy** and tell **Us** immediately if any of the above circumstances should change.

Provided **You** are **Eligible** to continue **Your** claim for **Unemployment** when temporary employment ends, **We** will recommence **Your Monthly Benefit** subject to a maximum combined total of twelve **Monthly Benefit** payments for any one **Claim Period**.

14. GENERAL EXCLUSIONS

No **Monthly Benefit** will be payable as a result of:

1. War, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, civil commotion, riot, revolution or military or usurped power.
2. Radioactive contamination from:
 - Ionising radiation or contamination from any nuclear fuel, or from any nuclear waste arising from burning nuclear fuel; or
 - The radioactive, toxic, explosive or other dangerous effect of any explosive nuclear equipment or part of that equipment.
3. Directly or indirectly caused by or contributed to by or arising from Biological or Chemical contamination due to or arising from terrorism.
4. **We** shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

15. CLAIM RE-QUALIFICATION

A claim which occurs within 3 months of a previous claim will be treated as a continuation of the original claim and **You** will be entitled to a combined maximum number of payments as shown on **Your Certificate of Insurance**.

A new claim for **Accident & Sickness** or **Unemployment** can be made, provided **You** have returned to **Work** for a period of at least 90 consecutive days.

If **You** have received the maximum number of payments as per **Your Certificate of Insurance**. **You** must return to **Work** for a period of at least 180 consecutive days to be eligible to make a new claim for **Accident & Sickness** or **Unemployment**.

If **You** are **Self-Employed** or in **Contract Employment**, please refer to **Your** policy terms and conditions as additional conditions apply.

16. GENERAL CONDITIONS

- This **Policy** and any endorsements to it together with **Your Application** and **Certificate of Insurance** and any written statement of medical or other information made by **You** make up the insurance contract between **Us** and **You**.
- No alterations, variations, or relaxation of any of the terms of this **Policy** can be made except in writing by one or more of **Our** authorised officials.
- This **Policy** is subject to English law subject to the exclusive jurisdiction of the Courts of England and Wales.
- In the event of a fraudulent claim made by **You**, **We** may:
 - Refuse to pay the claim; and/or
 - Recover any monies already paid for that claim; and/or
 - Terminate the **Policy** with effect from the time of a fraudulent act, without a return of premium and refuse to pay any claim occurring after the date of the fraudulent act. However, **We** will still remain liable for legitimate claims where the loss event occurs before the fraudulent act.
- If at any time any provision or part thereof of this insurance contract becomes invalid, illegal, or unenforceable the remaining parts and/or provisions shall continue in full force and effect.
- All **Monthly Benefits** under this insurance contract are non-taxable, although this may change in line with any amendments to legislation. In this event, **We** will deduct from any **Monthly Benefit** any sums which by law **We** are required to deduct.
- A person who is not a party to this insurance contract has no right under the Contracts Act 1999 (Rights of Third Parties) to enforce any term of this insurance but this does not affect any right or remedy of a third party which exists or is available apart from that

Act.

- In deciding to accept this policy and in setting the terms and premium, **We** have relied on the information **You** have given **Us**. **You** must take care when answering any questions **We** ask by ensuring that all information provided is accurate and complete. If **We** establish that **You** deliberately or recklessly provided **Us** with false or misleading information **We** will treat this **Policy** as if it never existed, decline all claims, and **We** will keep the **Premium**.

If **We** establish that **You** carelessly provided **Us** with false or misleading information it could adversely affect **Your Policy** and any claim. For example, **We** may:

- Treat this **Policy** as if it had never existed and refuse to pay all claims and return the **Premium** paid. **We** will only do this if **We** provided **You** with insurance cover which **We** would not have offered;
- Amend the terms of **Your** insurance. **We** may apply these amended terms as if they were already in place if a claim has been impacted by **Your** carelessness;
- charge **You** more for **Your Policy** or reduce the amount **We** pay on a claim in the proportion the **Premium** **You** have paid bears to the **Premium** **We** would have charged **You**; or
- Cancel **Your Policy** in accordance with the cancellation conditions.

We will write to **You** if **We**:

- Intend to treat **Your Policy** as if it never existed; or
- Need to amend the terms of **Your Policy**; or
- Require **You** to pay more for **Your** insurance.

If **You** become aware that information **You** have given **Us** is inaccurate, **You** must inform **Us** immediately.

- The **Benefits** of this **Policy** may not be assigned to a third party.
- **We** will be entitled to take legal action in **Your** name for **Our** own benefit against any other party in order to recover any payment **We** have made.
- If, at the time of a claim, **You** have any other policy in force, insuring anything covered by this **Policy**, **We** shall only be liable for **Our** proportional share.

17. HOW TO MAKE A CLAIM

You must give **Us** notice of a claim by telephoning the **Administrator** on 01285626020. The address for Trent-Services is Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD, e-mail admin@trent-services.co.uk.

You should do so as soon as reasonably possible and within 90 days after the end of **Your Waiting Period** or **Excess Period** (as stated on **Your Certificate of Insurance**). **We** will send **You** the claim forms. **You** will need to complete these and return them to **Us** as soon as reasonably possible; giving **Us** all the information **We** ask for to enable **Us** to process **Your** claim. **You** are responsible for providing **Us** with the proof **We** need to validate **Your** claim. Any delay in submitting a claim to **Us** may make **Your** claim harder to confirm and lead to a delay in making payment or result in the non payment of **Your** claim. If **We** wish **You** to be medically examined or contacted by a third party representative at **Our** expense **You** must allow it; or **Your** claim could either be stopped or denied.

Payment of **Monthly Benefit** will be made when **We** receive satisfactory evidence of **Your** entitlement to claim. Throughout the period for which the claim is made under this **Policy** **We** will require **You** to provide evidence of continued **Accident, Sickness** or **Unemployment**.

Monthly Benefit will not be paid for any period of **Accident, Sickness** or **Unemployment** for which the evidence required by **Us** is not provided by **You**. **We** may require **You** to produce this **Policy** together with **Your Certificate of Insurance** as proof of purchase. Once a claim has been accepted **Monthly Benefit** will be paid to **You** monthly in arrears.

18. CANCELLATION TERMS OF THIS POLICY

You can cancel this **Policy** at any time by writing to the **Administrator**. If **You** choose to cancel the **Policy** after the first 30 days, no further **Premium** will be collected and no refund of **Premium** will be made.

We can cancel this **Policy** by giving **You** thirty (30) days' notice in writing. **We** will only do this for a valid reason (examples of valid reasons are as follows):

- Non-payment of premium;
- A change in risk occurring which means that **We** can no longer provide **You** with insurance cover;
- Non-cooperation or failure to supply any information or documentation **We** request; or
- Threatening or abusive behaviour or the use of threatening or abusive language.

Refund of premium

This insurance has a cooling off period of thirty (30) days from either:

- The date **You** receive this insurance documentation; or
- The start of the **Period of Cover**

Whichever is the later.

If **We** pay any claim, in whole or in part, then no refund of premium will be allowed.

Your cancellation rights

You have a statutory right to cancel **Your Policy** within 30 days from the day of purchase or renewal of the contract or the day on which **You** receive **Your Policy** or the renewal documentation, whichever is the later.

If **You** wish to cancel and the **Policy** has not yet commenced, **You** will be entitled to a full refund of the **Premium** paid.

To cancel, please contact the **Administrator**: Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD E-mail: admin@trent-services.co.uk, Telephone: 01285626020.

If **You** do not exercise **Your** right to cancel **Your Policy**, it will continue in force and **You** will be required to pay the premium. For **Your** cancellation rights outside of the statutory cooling off period, please refer to the General Conditions section of this **Policy**.

Important Note

The Consumer Insurance (Disclosure and Representations) Act 2012 sets out situations where failure by a **Policy** holder to provide complete and accurate information requested by an insurer allows the insurer to cancel the **Policy**, sometimes back to its start date and to keep any **Premiums** paid.

19. TERMINATION OF YOUR INSURANCE COVER UNDER THIS POLICY

Your cover will cease on the earliest date of the following:

- **You** die; or
- **You** retire from **Work** or reach the state pension age, whichever is the earlier; or
- **You** stop living in the **United Kingdom**; or
- You stop **Working** in the **United Kingdom**; or
- **Your Premium** payment is more than 30 days overdue; or
- **You** or **We** cancel **Your** cover under this **Policy**.

20. AMENDMENTS TO YOUR POLICY COVER

Any changes to **Your Policy** will take effect from the **Amendment Date** provided **You** are not receiving **Monthly Benefit** under the **Policy** or **You** are aware of any impending claim. **We** will not cover the following after an increase in the **Monthly Benefit**:

Accident & Sickness Exclusions

We will not pay the increase in **Monthly Benefit** for any claim caused by or resulting from any medical condition:

- Which **You** knew about on or before the date **You** applied for the increase; or
- As a result of any medical condition for which treatment had been given or diagnosis had been made or investigations commenced during the 12 months immediately before the date **You** applied for the increase and which comes back within 24 months after the date **You** applied for the increase. (This exclusion will not be applied after 24 months have passed without treatment or advice for that medical condition).

Unemployment Exclusions

We will not pay the increase in **Monthly Benefit** for any **Unemployment** claim where:

- **Your Employment** ends within 120 days of the date **You** applied for the increase; or
- **You** knew the **Unemployment** to be impending at the date **You** applied for the increase, whether or not **You** had received official notice.

21. DATA PROTECTION

You should understand that any information **You** have provided will be collected and processed by **Us** and the **Administrator** in compliance with the provisions of the Data Protection Act 2018 (DPA) for the purpose of providing insurance, handling claims and which may necessitate **Us** providing information to other parties for this purpose. The DPA gives you the right to request a copy of **Your** personal data held by **Us**.

We act as the Data Controller. How **We** use and look after the personal information is set out below.

Information may be used by **Us**, the **Administrator**, agents and service providers for the purposes of insurance administration, underwriting, claims handling or for statistical purposes. The lawful basis for the processing of **Your** personal information is that it is necessary for **Us** to process **Your** personal information to enable administration and servicing of **Your Policy** of insurance, including any claim **You** may submit to **Us**. The processing of **Your** personal data may also be necessary to comply with any legal obligation **We** may have and to protect **Your** interest during the course of any claim.

What we process and share

The personal data **You** have provided, we have collected from **You**, or we have received from third parties may include **Your**:

- Name, date of birth, residential address and address history.
- Contact details such as email address and telephone numbers.
- Financial and employment details.
- Identifiers assigned to **Your** computer or other internet connected device including **Your** Internet Protocol (IP) address.
- Health or criminal conviction information.
- Vehicle or household details.
- Any information which **You** have provided in support of **Your** insurance claim.

We may receive information about **You** from the following sources:

- **Your** insurance broker.
- From third parties such as credit reference agencies and fraud prevention agencies.
- From insurers, witnesses, the Police (with regards to incidents) and solicitors, appointed representatives.
- Directly from **You**.

We will not pass **Your** information to any third parties except to enable **Us** to process your claim, prevent fraud and comply with legal and regulatory requirements; in which case **We** may need to share **Your** information with the following third parties within the European Union:

- Solicitors or other appointed representatives.
- Underwriters, Insurers, Reinsurers, Regulators and Authorised/Statutory Bodies.
- Fraud and crime prevention agencies, including the Police.
- Other suppliers carrying out a service on **Our**, or **Your** behalf.

We will not use **Your** information for marketing further products or services to **You** or pass **Your** information on to any other organisation or person for sales and marketing purposes without **Your** consent.

Data Retention

We will hold **Your** details for up to seven years after the expiry of **Your Policy**, complaint and/or claims settlement.

Your rights

Your personal data is protected by legal rights, which include **Your** rights to:

- Object to **Our** processing of **Your** personal data.
- Request that **Your** personal data is erased or corrected.
- Request access to **Your** personal data and data portability.
- Complain to the Information Commissioner's Office, which regulates the processing of personal data at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, United Kingdom, Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate), Email: casework@ico.org.uk

You can request to see what data **We** hold on **You**. If **You** have any questions about **Our** privacy **Policy** or the information **We** hold about **You** please contact **Us**.

22. COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if **We** cannot meet **Our** 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 at www.fscs.org.uk or call them on 0800 678 1100.

23. COMPLAINTS PROCEDURE

We care about the service **We** provide to **You** and **We** make every effort to maintain the highest possible standards. If **You** have any questions about the **Policy** please ask the **Administrator**.

Our aim is to ensure that all aspects of **Your** insurance are dealt with promptly, efficiently and fairly. At all times **We** are committed to providing **You** with the highest standard of service.

For complaints relating to the selling of this insurance please contact the sales agent from which this insurance was purchased.

If **You** wish to make a complaint about the **Policy** **You** can do so at any time by referring the matter to either the **Administrator** or the Complaints team at Lloyd's.

Administrator:

The address is: Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD
The email address is: admin@trent-services.co.uk
The telephone number is: 01285626020

In the event that **You** remain dissatisfied, **You** can refer the matter to Lloyd's:

The address is: Complaints, Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4 4RN
The telephone number is: 020 7327 5693
The fax number is: 020 7327 5225
The email address is: complaints@lloyds.com

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at: www.lloyds.com/complaints and are also available from the above address.

Complaints that cannot be resolved by the **Administrator** or Lloyd's, may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaints procedure does not affect **Your** legal rights.

The address is: Financial Ombudsman Service, Exchange Tower, London, E14 9SR
Email: complaint.info@financial-ombudsman.org.uk
Website: <http://financial-ombudsman.org.uk/contact/>
The telephone number is: 0800 0 234 567*

*Calls to this number are free if **You** are calling from a 'fixed line' (e.g. a landline at home). If **You** are a mobile phone user who pays a monthly charge for calls to numbers starting 01 or 02, call free on 0300 123 9 123. This does not affect any right of legal action **You** may have.

If **You** have purchased **Your Policy** online **You** can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is: <http://ec.europa.eu/odr>

Further details can be found at:

www.bankofengland.co.uk for the Prudential Regulation Authority
www.fca.gov.uk for the Financial Conduct Authority.
www.lloyds.com for Lloyd's of London.

The written authority number B0429BA1704887 allows Trent-Services (Administration) Limited to sign and issue this **Policy** on behalf of Vibe Syndicate Management Limited on behalf of Syndicate 5678.

The Administrator, Trent-Services (Administration) Limited, is authorised and regulated by the Financial Conduct Authority and entered on its register under number 315285. Details of Trent-Services (Administration) Limited may be checked on the Financial Services Register at www.fca.org.uk/register.

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