

Income Protection Insurance

Insurance Product Information Document



Company: This policy is underwritten by Covea Insurance plc
Product: Best Income Short Term Income Protection Cover

Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation authority. Registration Number 202277. Registered Office: Norman Place, Reading, Berkshire, RG1 8DA. Registered in England and Wales Number 613259

This document provides a summary of the key information relating to the Short-Term Income Protection Cover. Complete pre-contractual information on the product is provided in the full policy documentation.

What is this type of insurance?

This insurance has 3 levels of cover designed to pay a monthly benefit in the event you are unable to work. The 3 types of cover are as follows:

- Accident and sickness (or inability to work)
- Unemployment (including carer cover)
- Accident and sickness, unemployment (including carer cover)

This monthly benefit is designed to help protect your income depending on the level of monthly benefit selected and the qualification period chosen.

Important. Please refer to the full terms and conditions of your Policy for further details. The type and level of cover you have chosen will be shown in your Schedule of Insurance.



What is insured?

Cover for you (Accident and Sickness)

- ✓ Where you are unable to work for more than the qualification period due to a condition related to an accident or sickness we will pay benefit payments based on the option you have chosen.
- ✓ Covers you whether you are employed or self-employed.
- ✓ You can choose the level of your monthly benefit provided it does not exceed 65% of your gross monthly income or £3,000 per month, whichever is the lowest amount.

Cover for you (Unemployment including Carer Cover)

- ✓ Where you are unable to work for more than the qualification period due to involuntary unemployment we will pay benefit payments based on the option you have chosen.
- ✓ Where you voluntarily leave work to become a carer for one of your immediate family members (i.e. your partner, parent, sibling, child, stepchild or adopted child) for more than the qualification period, we will pay benefit payments based on the option you have chosen.
- ✓ Covers you whether you are employed or self-employed.
- ✓ You can choose the level of your monthly benefit



provided it does not exceed 65% of your gross monthly income or £3,000 per month, whichever is the lowest amount.

Cover

Your initial exclusion period for unemployment is 90 days and is shown in your policy schedule. You cannot make an unemployment claim until this initial exclusion period has passed. The qualification period is the whole number of days at the beginning of a claim which you must wait before you are eligible to claim. You can choose from a 30, 60 or 90 days deferred claim qualification period. Your qualification period is shown in your policy schedule.



What is not insured?

We will not cover Accident and Sickness claims: (inability to work)

- ✗ Any pre-existing medical conditions (unless you have been symptom free and have not consulted a doctor or received treatment for the condition, for at least 24 months after the start date of the policy)
- ✗ For pregnancy or childbirth unless there has been a medical complication.
- ✗ For cosmetic surgery or other treatment which is not medically necessary.
- ✗ For your own deliberate actions, drug or alcohol



What is not insured? *(continued)*

abuse. (This does not include any drugs prescribed by your doctor, except if they are to treat drug addiction or you fail to follow medical advice).

We will not cover unemployment claims: (Unemployment and Carer cover)

- ✗ If you know about the unemployment or likely unemployment at the start of the policy.
- ✗ If you have resigned, retired, taken voluntary redundancy or been dismissed for misconduct or have received payment instead of working.
- ✗ Which result from casual, temporary or occasional work.
- ✗ After the end of a fixed-term contract which is not renewed unless you have been employed continuously for at least 12 months.



We will not cover carer claims:

- ✗ Where we reasonably believe you were aware at the start of the policy of the need, or likely need at any time in the future, for a member of your immediate family to require a carer.



Are there any restrictions on cover?

- ! The monthly benefit will be restricted to the amount you have chosen which will be shown on your statement of your Schedule of Insurance.
- ! The monthly benefit will be reduced during a claim if it is more than 65% of your monthly earned income
- ! We will not pay more than the maximum number of monthly benefits payments shown in your Schedule of Insurance., which is 12 monthly benefit payments per claim and 60 monthly benefit payments during the life of this policy



Where am I covered?

- ✓ Great Britain and Northern Ireland.



What are my obligations?

- It is important that when applying for, amending or making a claim you or anyone acting on your behalf take reasonable care to answer all questions honestly and to your best knowledge or belief.
- Tell us about any claim as soon as possible and within 90 days of the date of the event giving rise to the claim.
- You must notify us as soon as possible if any of your details and circumstances change during the term of this policy.
- You may need to review and update your cover from time to time to ensure that it remains adequate for your needs.



When and how do I pay?

You pay for your policy by monthly instalments.



When does the cover start and end?

- Your policy is a monthly renewable policy with a start date as shown on your Schedule of Insurance.
- Your policy will end when you reach 70 and do not intend to actively seek further work or either you or we cancel the policy.



How do I cancel the contract?

- You can cancel your policy at any time.
- If you cancel within 30 days of the start date or receipt of your policy documents (if later), we will refund any premium paid unless a claim has been made or an incident has been reported to us that could give rise to a claim.
- If you cancel after this 30 days period, no refund of any premiums will be paid.
- Your cover will end on the date your written request is received.
- To cancel please write to Best Insurance, 136-140 Old Shoreham Road, Hove BN3 7BD

Additional Information

Making a Claim

To make a claim please either write to us at Protection Department, Covéa Insurance plc, 50 Kings Hill Avenue, West Malling ME19 4JX or phone us on 0333 130 4632.

Is Something Wrong?

If you are not satisfied with the service you have been provided, please tell us so we can do our best to resolve the problem. Who you complain to depends upon the nature of your complaint.

If it is relation to the sale or administration of your policy, you can contact Best Insurance:

By Phone: 0333 330 9465

Or you can write to: Best Insurance at 136-140 Old Shoreham Road, Hove BN3 7BD.

If it is relation to a claim, you can contact Covea Insurance plc:

By Phone: 0333 130 4632

Or you can write to: Covéa Insurance plc at 50 Kings Hill Avenue, West Malling, ME19 4JX

If Best Insurance or Covéa Insurance plc cannot resolve your complaint you may be eligible to refer your complaint to the Financial Ombudsman Service.

Their address is:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Phone: 0300 123 9123 from a mobile or 0800 023 4567 from a landline

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

Website: www.financial-ombudsman.org.uk

What happens if we can't meet our Liabilities?

If we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. Further information may be obtained from the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU or by visiting www.fscs.org.uk