

Income Protection Insurance

Insurance Product Information Document

Company: Best Risk Management and Financial Service Ltd

Product: Best Ultra Insurance

Best Risk Management and Financial Service Ltd is Authorised and Regulated by the Financial Conduct Authority No: 583497 Registered in England and Wales number 0795571. Registered office at 4th Floor, Telecom House, 125-135 Preston Rd, Brighton BN1 6AF.

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. It is important that you read these documents carefully

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 60 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, 4th Floor, Telecom House, 125-135 Preston Rd, Brighton BN1 6AF or call 0330 330 9465 (Our office is open from Monday to Friday, 9am until 6pm.)

Additional Information

Statement of Demands and Needs

Our Short-Term Income Protection insurance products are deemed to meet the demands and needs of those seeking an indemnity against losses arising as a result of your involuntary Unemployment, Accident & Sickness. Please note that this statement does not constitute advice or a personal recommendation.

Claim notification

If you need to make a claim, please contact the Claims Administrator, ClaimsCog Limited, 4th Floor, Telecom House, 125-135 Preston Rd, Brighton BN1 6AF. Telephone: 0333 344 7508 (all calls are recorded for training, compliance and claims purposes) or email contact@claimscog.co.uk as soon as possible. You will be asked to complete a claim form; it is important that you answer all questions accurately and honestly as we will not accept any amendments to a claim form once received by the Claims Administrator. Claims which are dishonest, exaggerated or fraudulent will not be accepted and in the event that any such claim is attempted we reserve the right to decline the claim and report the matter to the relevant law enforcement authorities and we will cancel your policy. How to make a complaint If you would like to make a complaint regarding the sale or administration of your policy, please contact: Best Insurance, 4th Floor, Telecom House, 125-135 Preston Rd, Brighton BN1 6AF. Telephone: 0330 330 9465 Email: info@bestinsurance.co.uk If you would like to make a complaint regarding a claim, please contact: ClaimsCog Limited, 4th Floor, Telecom House, 125-135 Preston Rd, Brighton BN1 6AF. Telephone: 0333 344 7508 Email: contact@claimscog.co.uk Depending on the nature of the complaint, Best Insurance or the Claims Administrator will acknowledge and record your complaint and try to resolve it by the close of business on the third working day following receipt. Some complaints may take longer to resolve and Best Insurance or the Claims Administrator will then write to you to let you know the name of the complaints reviewer who is investigating your complaint.

Financial Ombudsman Service

If you remain dissatisfied after receiving our final response to your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of receiving our response. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. The Ombudsman is an independent organisation and will review your case. Their address is: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR. Phone: 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile. You can visit the Financial Ombudsman Service website at www.fos.org.uk. If you take any of the action mentioned above, it will not affect your right to take legal action.

The Financial Services Compensation Scheme (FSCS)

The underwriters of this policy are covered by the FSCS. This means that you may be entitled to compensation from the Scheme if we are unable to meet our financial obligations. Full details are available from the FSCS