

# Income Protection Insurance

## Insurance Product Information Document

Company: Best Risk Management and Financial Service Ltd    Product: IncomeAnchor

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 and Hove, Brighton BN1 6AF.

This document is a summary of the key information relating to this Income Protection Insurance. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

### What is this type of insurance?

This is an Income Protection Insurance to help protect a proportion of your monthly income if you become unemployed through no fault of your own or you cannot work due to an accident or sickness.



#### What is insured?

- ✓ This policy provides cover if you cannot work due to an accident or sickness, or due to involuntary unemployment (which includes giving up work to become a carer).
- ✓ You will have chosen to buy accident or sickness cover only, unemployment cover only, or accident, sickness and unemployment cover.
- ✓ This policy provides monthly benefit payments for up to 6 or 12 months (as chosen by you when you purchased your policy), for any one claim. The maximum claim duration you have chosen will be shown on your Schedule of Insurance.
- ✓ This policy provides a monthly benefit up to a maximum of £2,500 or 65% of your normal gross monthly income. The amount of your monthly benefit will be shown on your Schedule of Insurance.



#### What is not insured?

- No payments will be made if you are unable to work or no longer work for any of the following reasons:
- ✗ You are not covered if your normal employment is casual, seasonal or temporary.



#### Are there any restrictions on cover?

Accident and Sickness Cover – we will not pay claims for:

- ! Deliberate or self-inflicted bodily injury.
- ! Alcohol or drug abuse.
- ! Stress, anxiety or depression unless you are under the care of a consultant psychiatrist.
- ! Any pre-existing medical condition.
- ! Back, neck or spine conditions unless there is radiological evidence of medical abnormality.
- ! Cosmetic treatments or treatments which are not medically necessary.

Unemployment Cover – we will not pay claims for:

- ! Unemployment where you have not been working for at least 6 months prior to the policy start date.
- ! Unemployment which you were aware of at the policy start date, or which you become aware of within 120 days of the policy start date.
- ! Voluntary unemployment, or if you resign or retire.
- ! Unemployment due to your misconduct.
- ! Unemployment as a result of you participating in industrial action.
- ! Becoming a carer for anyone who is not your relative.



#### Where am I covered?

- ✓ You are covered whilst you work and reside in the United Kingdom.



## What are my obligations?

- You should take reasonable care to give us complete and accurate answers to any questions we reasonably ask whether you are taking out or making changes to your policy.
- You should also tell us about any changes to the policy that may require us to change the terms.
- You should tell us about any incident that may result in a claim as soon as possible so we can tell you what to do next and help resolve any claim.
- If you need to make a claim, you must give us all the information we need.



## When and how do I pay?

The monthly premium is payable on your chosen date and will be collected by Premium Finance via Direct Debit from the bank details you provide.



## When does the cover start and end?

Cover commences on the date shown in your schedule and will continue each month on a rolling basis. Cover ceases on the first of the following:

The date you or we cancel the cover, or

The date you stop work, retire, reach the age of 65, or

The date you do not pay your premium, or

The date you die, or

The date you are no longer a resident in the UK or you are no longer registered with the UK tax authorities, or

You commit insurance fraud or fail to supply information or documentation that we have requested.



## How do I cancel the contract?

If you take out cover and then change your mind, you can write to us within the first 30 days of cover and we will cancel your policy and refund your premium. Thereafter you may cancel your cover at any time by providing us with written cancellation notice but no premium refund will be made.

## Important 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 and Hove, Brighton BN1 6AF. Telephone: 0333 344 7508 (all calls are recorded for training, compliance and claims purposes) or email [contact@claimscog.co.uk](mailto: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 and Hove, Brighton BN1 6AF. Telephone: 0330 330 9465 Email: [info@bestinsurance.co.uk](mailto: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 and Hove, Brighton BN1 6AF. Telephone: 0333 344 7508 Email: [contact@claimscog.co.uk](mailto: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](http://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.