

Income Protection Insurance

Insurance Product Information Document

Company: Best Risk Management and Financial Service Ltd

Product: Income Bee 60

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 Gemini Business Centre, 136-140 Old Shoreham Road, Hove, BN3 7BD.

This document provides a summary of the key information. Complete pre-contractual and contractual information about this product is provided in the schedule of insurance and certificate of insurance (also known as the policy wording). It is important that you read these documents carefully.

What is this type of insurance?

Income Bee 60 is designed to help you protect your income if you are unable to work due to an accident, become sick or are made unemployed (depending on the cover options you have chosen). You can choose accident & sickness cover, unemployment cover or both, with a waiting period of 30, 60, 90 days (this is the number of days you will have to wait before the first monthly payment is due). The level of cover you have chosen and your monthly benefit are shown in your schedule.



What is insured?

You must check your schedule to see what cover you have selected along with the corresponding amount insured.

Subject to meeting the conditions of the wording, you are covered for:

- ✓ Accident & Sickness Cover
- And/or
- ✓ Unemployment and Carer Cover

This policy pays benefits in accordance with the policy wording for the following:

- ✓ Your monthly income up to a maximum of £2,000 or 65% of your normal gross income, whichever is the lesser.



What is not insured?

Accident & Sickness cover

- ✗ Any pre-existing medical condition.
- ✗ Mental health conditions.
- ✗ Back related conditions where there is no radiological medical evidence of any abnormality or injury.
- ✗ Elective or cosmetic surgery and/or treatments.
- ✗ Use of alcohol or drugs.
- ✗ Claims arising directly or indirectly by or resulting from Coronavirus disease (Covid19) or Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2); any mutation or variation of these or any other pandemic.

Unemployment & Carer Cover

- ✗ You are not registered as unemployed with the appropriate government agency and /or do not have a valid Jobseeker's agreement.
- ✗ You voluntarily leave your employment or retire.
- ✗ You are dismissed due to any misconduct.
- ✗ You are working.
- ✗ You are furloughed or have been furloughed in the last 6 months before the date on which you have become unemployed.
- ✗ Fixed term contracts that end.
- ✗ Your employment is temporary or seasonal.
- ✗ Becoming a carer for anyone not a relative.
- ✗ Any claims for unemployment arising within the initial exclusion period.
- ✗ Unemployment due to participating in industrial action, failure to pass a trial or probationary period, expiry of an apprenticeship or training contract or refusal of any offer of alternative employment by your employer.
- ✗ Claims arising directly or indirectly by or resulting from Coronavirus disease (Covid19) or Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2); any mutation or variation of these or any other pandemic.



Are there any restrictions on cover?

- ! You must be working full time for at least 16 hours per week.
- ! You must be over 18 years of age and under 64 at the start date of the cover.
- ! You must be continuously employed for at least 6 months prior to the start date of cover with the same employer.
- ! No benefits are payable for the waiting period chosen.
- ! No benefits are payable for any period for which you have received payment in lieu of notice.
- ! You must not be aware of any ongoing enquiry or disciplinary action by your employer or aware of any impending unemployment, risk that you may become unemployed or any circumstances which may lead to you giving up work to become a carer.
- ! If you are self-employed, you must not be aware of any reason which would mean your business is likely to close.
- ! You must not be off work due accident or to ill health or taken time off work, due to accident, sickness, illness, or disease, for a period greater than 1 week (5 consecutive working days) in the last 6 months prior to the start date of cover.



Where am I covered?

- ✓ You must be a permanent lawful resident of the UK.



What are my obligations?

- You must advise us if your circumstances change, particularly if you change address, your income changes, you reduce your working hours to less than 16 hours per week, your employment changes or you are no longer a resident of the UK.
- You must take care to supply accurate and complete answers to all questions asked and to make sure all information supplied is true and correct.
- You must not commit fraud.
- You must comply with all the terms & conditions set out in your policy document.
- You must review your cover on a regular basis to ensure it continues to meet your needs.
- You must pay the premium in full and on time to remain insured.
- In the event of a claim, you must:
 - Notify and register your claim with ClaimscoG as soon as possible.
 - Supply and pay for all information or evidence asked for throughout your claim.
 - Continue to pay the monthly premium for your policy.



When and how do I pay?

The monthly premium is payable on your chosen date and will be collected by Red Apple Finance by 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 cancel **within 30 days** from the day of purchase or the day on which you receive your policy documentation, we will refund any premiums paid, providing you have not made a claim. **After 30 days** you can cancel at any time but no refund will be applicable in these circumstances. To cancel you must send to us your signed written request.

- In writing: Best Risk Management & Financial Service Ltd, Gemini Business Centre, 136-140 Old Shoreham Road, Hove, BN3 7BD
- Telephone: 0330 330 9465
- Email: info@bestinsurance.co.uk

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, Gemini Business Centre, 136-140 Old Shoreham Road, BN3 7BD. 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, Gemini Business Centre, 136-140 Old Shoreham Road, Hove BN3 7BD. Telephone: 0330 330 9465 Email: info@bestinsurance.co.uk

If you would like to make a complaint regarding a claim, please contact: ClaimscoG Limited, Gemini Business Centre, 136-140 Old Shoreham Road, Hove BN3 7BD. 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.