

Policy Summary

PruProtect Plan

Overview

The PruProtect Plan can cover a range of your protection needs. You can use it to cover your mortgage and/or to provide general financial support for you and your family if you die, suffer from a serious illness or become disabled. The plan also includes Vitality with Lite Rewards (we'll explain this in more detail later) which could help you manage future premiums based on your Vitality Status.

The PruProtect Plan is a regular premium protection plan available on a whole of life or fixed term basis. (Fixed term benefits relate to a period of time determined at the outset of the plan).

It is advisable to review your mix and level of cover from time to time and as your circumstances change. You may wish to seek advice from an independent adviser in such circumstances, although you may be charged a fee for such advice.

The PruProtect Plan is provided by Prudential Assurance Company. Please read this document carefully. Remember, it is a summary so it doesn't show everything in detail.

You'll need to refer to the Plan Provisions for the full terms and conditions.

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General structure

Sum Assured & Plan Account

PruProtect offers a range of cover – you must include either Life or Serious Illness Cover (SIC) and then on top of this you can add Income Protection Cover, Disability Cover and optional cover to have your premiums paid in certain circumstances, known as Waiver of Premiums.

If you select Unemployment Cover (Including Carer Cover) please refer to the additional Policy Summary, provided by St Andrew's, for these benefits.

You can be covered for a fixed term for all benefits or you can choose a Whole of Life option for Life Cover and Serious Illness Cover.

You must be aged between 16 and 75 to apply. The minimum term we can insure you for is 5 years, up to a maximum age of 80 next birthday for Life Cover except for Whole of Life Cover which has no upper age limit. (Other benefits may have different maximum ages).

You also need to be a UK resident (excludes the Channel Islands and the Isle of Man).

You can decide to have a level, indexed or decreasing cover amount. If you choose the decreasing option, we've assumed that your cover amount will decrease each month in line with a standard repayment mortgage, with a fixed rate of interest at 10% a year.

If you choose a level cover amount you should be aware that the effects of inflation will reduce the purchasing power of your benefits.

You can take out the plan jointly with someone else. This is called a Joint Plan. The person you are taking out the plan with can choose their own benefits and amounts – although they cannot exceed the Plan Account amount or length of term.

You can make multiple claims and receive a payment more than once if your condition worsens or you become ill again with an unrelated illness.

With the Minimum Protected Account you can ensure the level of cover in your account is reinstated if you have to make a claim.

Premiums

You will have received an illustration that relates to your own personal circumstances and requirements.

The minimum monthly premium is £10. The following factors all influence the level of premiums, both at outset and whenever your cover changes.

- Amount of cover and type of cover
- Age
- Gender
- Health condition and medical history
- Occupation
- Participation in dangerous activities
- Term of each benefit within the Plan
- Extra benefits you choose
- Deferred periods
- Smoking and lifestyle habits
- Vitality Status
- Any other information that comes to the notice of Prudential that affects the risk

You can only pay monthly premiums by direct debit.

All our costs are built into your monthly premiums.

For all fixed term benefits (with the exception of Waiver of Premium on Death, Waiver of Premium on Incapacity and Waiver of Premium on Serious Illness) you can make a choice on type of premiums. If you select guaranteed premiums, they will be fixed for the period of cover, unless you have selected indexation or alter the benefits or term.

You may also reduce your premiums each anniversary if you improve your Vitality status through our Vitality programme.

If you select reviewable premiums, they will be subject to review and can change. The selection you choose for your Plan Account also applies to Disability Cover, if you choose this option.

(See Plan Provision, P3 and P6)

Making changes

One of the key features of PruProtect Plans is its flexibility. Once a plan has been set up it will be possible to:

- Add or remove benefits
- Increase or decrease cover
- Add or remove a life, and
- Change the term of fixed term benefits

Guaranteed Insurability Benefit (GIB) could give you the option to increase the Life Cover, Serious Illness Cover, Disability Cover or Income Protection Cover under certain circumstances without providing any evidence of health. Any increases in cover will be subject to the applicable maximum cover limits. Your monthly premium increases will be based on your age and premium rates at the date you exercise the GIB, applicable to the terms and conditions of the version of your plan.

You will normally be able to exercise the GIB option provided you are under age 50 next birthday, at the time of the option and you were accepted at standard rates with no exclusions applying to the plan.

(See Plan Provisions, P10.12 and P14)

Surrender value

There is no surrender or maturity value at any time.

Your commitment

Premium payment

To pay monthly premiums by direct debit until the end of your plan. Failure to maintain premium payment will result in cover ceasing.

(See Plan Provisions, P6 and P7)

Tell us of changes

To tell us of any changes to the information you give us between completing your application form and your plan starting and in the event of any later key changes in your lifestyle (such as a change of occupation) other than for Life Cover. A change in your occupation may result in a reduction in your cover or a change in your premium (See Plan Provisions, P10 sections headed 'Change in occupation'). Failure to inform us of such changes may result in a reduction or non payment in the event of a claim.

(See Plan Provisions, P14.6 and 16)

Main benefits

Please read these Benefits in conjunction with the Exclusions and Limitations section that follows them.

Life

Pays a lump sum to your estate when you die (unless held in trust). Alternatively we will pay you a lump sum if you have more than a year left on your plan and you are diagnosed with a terminal illness and have a life expectancy of no greater than 12 months.

(See Plan Provisions, P10.2)

Serious Illness Cover

Helps you to cope with day-to-day financial commitments or one-off expenses such as a mortgage if you are diagnosed with a serious illness or condition that is covered by the plan (See Plan Provisions, Appendix A, for all illnesses and conditions covered). You will receive a lump sum payment of between 10% and 100% of your Serious Illness Cover depending on how severe your illness is.

(See Plan Provisions, P10.3)

Serious Illness Cover For Children

If you choose Serious Illness Cover (SIC), you automatically have Serious Illness Cover for Children of 50% of the Serious Illness Cover, subject to a maximum of up to £25,000 per Child.

(See Plan Provisions, P10.5)

Optional Serious Illness Cover For Children

This can help you to cover the cost of caring for a sick child should you need to take time off, adapt your home or pay for their treatment.

You can have up to £100,000 of optional Serious Illness Cover for each of your nominated children, and neither you nor your partner need to have taken out Serious Illness Cover for yourself to choose this.

(See Plan Provisions, P10.6)

Disability Cover

Can help you to cover the cost of your mortgage or pay outstanding debts if you suffer from one of up to 60 specified illnesses or conditions covered by the plan or you are totally and permanently disabled.

This option pays a lump sum in the event of disability to a maximum of £500,000. It covers a wide range of conditions and procedures. There are 4 categories of cover as detailed in the Plan Provisions, **(See Plan Provisions, Appendix B for a list of illnesses and conditions covered under this benefit.)**

(See Plan Provisions P10.7)

Income Protection

Helps you with day to day living costs should illness or injury cause you to be unable to do your job and to lose your income as a result.

This option gives you a regular income. The amount you receive will also depend on your income from other sources at that time. A deferred period, which you select at the start, will be applied before you receive your income **(See Plan Provisions, P10.8).**

Waiver of Premium

A waiver of premium benefit waives all the plan premiums in the event of a claim under the chosen option. (This means you do not have to pay the premiums on your plan during the "Waiver" period). The options available to you are:

- Waiver of Premium on Death
- Waiver of Premium on Serious Illness
- Waiver of Premium on Incapacity

Availability of these options is in some cases limited

(See Plan Provisions, P10.9 to P10.11)

Free Cover

- Immediate Cover is available for new plans only and is designed to offer death benefit cover in the event of an accident (excluding medical incidents) equal to the Life Cover amount you apply for up to a Maximum of £250,000.

(See Plan Provisions, P10.2.6)

- Mortgage Free Cover is available for new plans only and is designed to offer Life Cover and Serious Illness Cover during the delay between Prudential providing you with an Acceptance Letter (on ordinary rates with no underwriting exclusions and if you are younger than 50) and the earlier of the start of your mortgage or plan. It means that you are normally covered for up to three months.

(See Plan Provisions, P10.4)

Vitality with Lite Rewards

Your plan automatically includes our Vitality programme. Vitality is a unique way of recognising your efforts and rewarding you for looking after your health. It encourages you to stay healthy by giving you the chance to manage the cost of your premium depending on your Vitality status.

When you join PruProtect you start on Bronze Vitality Status. By actively engaging in our Vitality programme during the following 12 months you could increase your status to Silver, Gold or even Platinum.

PruProtect is committed to providing a Vitality programme that enables you to help manage your future premiums through your Vitality status. PruProtect will regularly review Vitality Partners, activities and the points system. These may be changed over time.

You will also have the opportunity to be rewarded according to published Lite Reward schedules that are specific to this Plan. Lite Rewards will vary by supplier and price from time to time and be subject to separate terms and conditions at the time of purchase of any reward.

(See Plan Provisions, P3).

Exclusions & Limitations

Life

- Terminal illness cover does not apply to fixed term plans in the final 12 months of the plan
- If your Plan is a joint life plan then all Life Cover stops when a death claim is paid on one of the lives
- If you change the cover on your policy your premium will change and the change may in some circumstances not be in proportion to changes in your cover due to age related premium increases
- If you choose indexation, premiums will rise faster than benefits due to your increasing age
- If the automatic indexing option is not selected the cover will not increase in line with inflation (Inflation can erode the purchasing power of benefits chosen)
- You may need to go through underwriting if any proposed change is not within the original policy terms
- There is a cap on the inflation linked increase to the sum assured of 10%
(See Plan Provisions, P10.2 and P14)

Serious Illness Cover

- If death occurs within 14 days of first diagnosis being made there will be no SIC payment. On survival (after the 14 day period) if you have Minimum Protected Account (See claims section page 9) your plan will be reinstated to the chosen percentage
- If you change the cover on your policy your premium will change and the change may in some circumstances not be in proportion to changes in your cover due to age related premium increases
- If you choose indexation, premiums will rise faster than benefits due to your increasing age
- If the automatic indexing option is not selected the cover will not increase in line with inflation (Inflation can erode the purchasing power of benefits chosen)
- You may need to go through underwriting if any proposed change to the cover on your policy is not within the original policy terms
- There is a cap of 10% on the inflation linked increase to the sum assured
- No benefit is payable if the illness or condition arises directly or indirectly from any accident which we reasonably believe occurred while you are engaged in the performance of your nominated occupation when we previously advised you this would be excluded from any claims.

(See Plan Provisions, P10.3 and P14)

Serious Illness Cover For Children

This benefit does not cover any pre-existing medical conditions (whether or not a diagnosis was made or any symptoms were evident) which existed before any one of the following:

- the plan start date,
- the child reaching the age of three months or
- the legal adoption of the child (if applicable)

There is an overall maximum amount of £25,000 per child.

We define a child as a person aged between 3 months and 19 years next birthday who is:

- A natural child, adopted child or step-child of a life assured under the plan, and
- Looked after by, or financially dependent on, either of the lives assured
- The number of conditions covered are defined by the plan type
- If death occurs within 14 days of diagnosis of a serious illness there will be no SIC payment

(See Plan Provisions, P10.5)

Optional Serious Illness Cover For Children

- Optional Serious Illness for Children forms part of your plan account, therefore any claims will reduce your overall plan account
- A separate premium applies to each child
- It may not be added to decreasing sum assured plan accounts
- Pre-existing conditions are not covered (whether or not a diagnosis was made or any symptoms were evident) which existed before any one of the following:
 - the plan start date,
 - the child reaching the age of three months or
 - the legal adoption of the child (if applicable)
- The number of conditions covered are defined by the plan type
- If death occurs within 14 days of diagnosis of a serious illness there will be no SIC payment
- On survival (after the 14 day period) if you have Minimum Protected Account your plan will be reinstated to the chosen percentage

(See Plan Provisions, P10.6)

Disability Cover

No benefit is payable if the illness or condition arises directly or indirectly from any accident which we reasonably believe occurred while you are engaged in the performance of your nominated occupation when we previously advised you this would eventually be excluded from any claims.

(See Plan Provisions, P10.7)

Income Protection Cover

This is defined in one of two ways:

- Standard definition of Incapacity. This is designed to pay you a regular income, free of tax, if you experience a loss of income on becoming unable due to illness or injury to perform the material and substantial duties of your occupation and you are not performing any other occupation for payment or profit
- Special definition of Incapacity. We may apply a different definition of incapacity if your occupation presents a higher risk than is normal. In this circumstance the benefit would pay a regular income, free of tax, if you are totally unable by reason of illness or injury to follow any occupation
(See Plan Provisions, P10.8)

Waiver(s) Of Premium

- There is an extra cost incurred from selection of this type of cover
- Please be aware that cover from other benefits such as Serious Illness, Disability, Income Protection and Unemployment Cover may mean you are over insured in the event of a claim. For example a payout from Disability Cover could contribute towards the payment of premiums reducing the need for this waiver cover
- For Waiver of Premium on Incapacity your assessment of incapacity will depend upon your occupation
(See Plan Provisions, P10.8)

Claims

- We will make the claim payments described in this plan to you if you are the person entitled to them
- We should be notified as soon as possible about any claim
- Before the settlement of any claim we may require you to return the Plan Schedule to us
- For some claims on benefits other than Life Cover we will, where appropriate, assess if you are suffering a period of incapacity. Confirmation will be provided through a series of Functional Activity Tests before paying a claim
- If you are making a second or subsequent Serious Illness claim it will either be defined as Progressive or Unrelated and this will determine the amount to be claimed
(See Plan Provisions, Appendix C, for further guidance on whether a claim is considered as being 'Progressive' or 'Unrelated'.)
- Any cash sum paid out under your policy will be free of personal income tax and capital gains tax. Tax rules can change. If the cash sum forms part of your estate, inheritance tax may be payable on it. You may want to consider putting your policy in trust. Please ask a solicitor about this
- Minimum Protected Account is available as an option protecting your cover in the event of a claim for Serious Illness Cover or Optional Serious Illness Cover for Children. You can select the amount of cover you wish to protect, from a minimum of 25% to a maximum of 100% of the Plan Account. After we have made a Serious Illness payment to you, we will reinstate the Plan Account to the percentage of the cover you requested. You can add this option to your Plan at any time, subject to underwriting

How to claim

Call **0845 601 0072** or write to PruProtect, Stirling, FK9 4UE. If you need to claim it is important you notify us as soon as possible.

(See Plan Provisions, P15)

Significant exclusions

We will not pay out under Life Cover if death occurs as a result of suicide within 12 months:

- Of the start of the Life Cover or
- When we reinstate a plan as a result of premiums being outstanding

Any claim under Serious Illness Cover, Serious Illness Cover for Children, Disability Cover, Waiver of Premium on Serious Illness, Waiver of Premium on Incapacity, Income Protection Cover and Mortgage Free Cover is specifically excluded if it arises as a direct or indirect result of any of the following:

- An illness, condition or procedure which is a consequence of an excluded condition whether contained within the definition of any named condition or applied to the acceptance terms from commencement of the plan
- Criminal acts
- Alcohol or drug abuse
- Unreasonable failure to follow medical advice
- Self-inflicted injury

The following exclusion also applies to Disability Cover, Income Protection Cover, Total and Permanent Disability (Nominated Occupation) under the Permanent Disability category of Serious Illness Cover and Waiver of Premium on Incapacity:

- HIV/AIDS

Also for Category C Disability Cover, Income Protection Cover and Waiver of Premium on Incapacity we will not pay a claim if:

- The incapacity is caused directly or indirectly, wholly or partly, from normal pregnancy or childbirth. Incapacity due to complications as a result of pregnancy or childbirth will not be excluded
- The Insured is permanently based outside the UK
- If the Insured is temporarily based outside the UK, when:
 - a maximum of 3 consecutive benefit payments will be payable for a condition for Disability Cover; and
 - the benefit payments will be payable for a maximum of 12 months for Income Protection Cover and Waiver of Premium on Incapacity

The following exclusion also applies to Income Protection Cover

- War: Invasion, hostilities (whether war is declared or not), civil war, rebellion, revolution or taking part in a riot or civil commotion

(See Plan Provisions, P15.6)

Disclosure Warning

If the information you give us when you take out your plan is incomplete, incorrect or untrue, we may not pay your claim and we may cancel your plan.

Cancellations

You have the right to cancel your plan provided you write to tell us this within 30 days of receiving your policy. If you wish to exercise your right to cancel, you should write to us at Prudential, Stirling FK9 4UE or call us on **0845 601 0072**

Complaints

If you ever need to complain, first contact us at the address shown above. If you're not satisfied with our response you can complain to The Financial Ombudsman Service by writing to The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR or by calling them on **0845 080 1800**. This is a free service that won't affect your legal rights.

Compensation

If we are unable to meet a valid claim, you may be able to help from the Financial Compensation Scheme. Payments are limited to 100% of the first £2,000 and 90% of the remainder of the claim. For more information, visit the Financial Services Compensation Scheme website at www.fscs.org.uk

For more information see your Plan Provisions



The Prudential Assurance Company Limited provides and manufactures benefits under the plan. Prudential Health Services Limited distributes and services the product and issues the documentation. PruProtect is a trading name of Prudential Health Services Limited and Prudential is a trading name of The Prudential Assurance Company Limited. Both companies are registered in England and Wales and have their registered offices at Laurence Pountney Hill, London EC4R 0HH. Prudential Health Services Limited is registered number 5933141 and The Prudential Assurance Company Limited is registered number 15454. Prudential Health Services Limited and The Prudential Assurance Company Limited are authorised and regulated by the Financial Services Authority.

PruProtect Plan – Unemployment Cover

Policy summary

This summary does not contain the full terms and conditions of your insurance policy. Full details of the terms, conditions and exclusions of your insurance policy are contained in the PruProtect Plan Provisions, a copy of which is available on request. You may need to review and update your cover periodically to ensure it remains adequate.

1. This Unemployment Cover is underwritten by St Andrew's Insurance plc.

2. Unemployment Cover

Eligibility

To be eligible for cover you must be on the commencement date:

- be 18 years of age or over and less than 60 years of age
- a UK resident
- in employment or self-employed and paying the correct class of National Insurance Contributions and having been so continuously for the previous 6 months

3. Significant Features and Benefits

Unemployment Insurance

We will pay monthly benefit(s) up to a maximum of £2,500 per month (please refer to your schedule for confirmation of your chosen benefit amount) if you suffer involuntary unemployment. You will be eligible for a monthly benefit to be paid after you have been unemployed for a continuous period of 30 days from the end of your selected Deferred period (as shown in your Plan Schedule). Further monthly benefits will become payable for each complete 30 days you are unemployed up to the Maximum Benefit Payment Period (as shown in your Plan Schedule) in respect of any one claim.

(See Plan Provisions, U5)

Carer Cover Insurance

If your work ceases due to the need for you to become a carer for a relative, we will pay an amount equal to 12 x the monthly benefit or the remaining monthly payments due until the policy end date (whichever is the lesser). Once a payment has been made under this part of the policy the carer cover part of the policy ceases.

(See Plan Provisions, U6)

4. Significant Exclusions

Benefit will not be paid where Unemployment is directly or indirectly caused by, contributed to or arising from any of the following:

- Unemployment which is voluntary or results from your misconduct.
- Unemployment that you are aware of at the start of cover, or that occurs or is notified of within the first 30 days of cover, or within the first 90 days from the start of the cover if you have taken out this benefit to cover an existing mortgage.
- Unemployment if you are employed by a limited liability partnership or a company where you or any of your relatives were a director and/or shareholder (other than by way of bona fide investment in a company quoted on a recognised stock exchange). However, you will be covered if the partnership, company or person by whom you were employed totally and permanently ceases to trade at the same time or immediately following you becoming unemployed.

- Unemployment that results from the expiry of a fixed term contract of employment unless you have been employed on a yearly renewable contract which has been renewed at least once, or you have been in employment for a total unbroken period of 2 years or more with the same employer.
- If you are self-employed your business must have ceased to trade as a direct result of being unable to pay its debts when due.

(See Plan Provisions, U14)

5. Other Exclusions/Definitions/Limitations

Payment under this policy may affect your entitlement to State Benefits. Other exclusions and limitations apply to this policy.

(See Plan Provisions, U9)

6. Duration & Termination

Your cover will terminate at the earliest of the following:

- your death
- the date you reach the age of 65
- the date of the elected benefit expiry age as shown in your Plan Schedule
- the end of the term shown in your Plan Schedule less the Deferred Period
- the date on which you permanently retire from work; or
- the date on which a premium due has remained unpaid by you after allowing a 25 day period of grace for premium payment

(See Plan Provisions, U2)

7. Claims

All matters relating to claims should be sent to:

Claims Management Department, PO Box 336, Esher, Surrey KT10 9WD. Telephone: **0870 905 2146**.
Fax: 01372 479451.

(See Plan Provisions, U15)

8. Complaints

All complaints relating to this policy should be referred to: PruProtect, Stirling, FK9 4UE. Telephone **0800 707 6397**

If you are not happy or the problem has not been resolved to your satisfaction, you may refer your complaint to the Financial Ombudsman Service who will undertake an independent and impartial review of your complaint. The address and telephone number is: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone: **0845 080 1800**. This does not affect your legal rights.

9. Financial Services Compensation Scheme (FSCS)

The FSCS may assist you if we were, in some circumstances, unable to meet our liability to you. For claims against insurance firms, the first £2,000 of an insurance claim or policy is covered in full, plus 90% of the balance. For further details please contact the FSCS by: enquiries@fscs.org.uk.

Your right to cancel

You can cancel your cover within 30 days of receiving your policy. You will receive a full refund of any premium you have paid provided that you have not made a claim. If you have made a claim then we will be entitled to retain an amount of premium, which represents the amount of time that you have been covered by the policy. If you were to cancel your cover at any point after 30 days you may be entitled to a refund of premiums provided that you have not made a successful claim under your policy. Your refund will not be calculated on a strict pro rata basis. This is to take into account the cost of insurance during the early part of the loan while the balance is highest and the risk of an extended claim is greatest. (Worked examples are available on request). If you want to cancel your cover please write to us at PruProtect, Stirling, FK9 4UE or call us on Telephone **0845 601 0072**.

General

This insurance is underwritten by St Andrew's Insurance plc (Registered No 3104671) (The Insurers) whose head and registered offices are at St Andrew's House, Portsmouth Road, Esher, Surrey, KT10 9SA. The main business of the Insurers is underwriting insurance risk, claims administration and claims settlement.

St Andrew's Insurance plc are authorised and regulated by the Financial Services Authority. You can check this on the FSA register by visiting the FSA website www.fsa.gov.uk/register (link opens a new window) or by contacting the FSA on **0845 606 1234**.

English law will apply to the negotiations that take place prior to the conclusion of your insurance contract.

Fraudulent claim prevention

Information about you and your insurance cover will be held by the insurers in their records for the purpose of your insurance. This includes underwriting, processing, claims handling and fraud prevention. In the event of an insurance claim, you consent that any information that you provide, whether on the application form, the claim form or otherwise, will be put onto a Register of claims through which insurers share such information to prevent fraudulent claims. A list of participators and the name and addresses of the operator are available from the insurer.

For full information please refer to your Plan Provisions