

# Short Term Income Protection Insurance Insurance Product Information Document

## Product: Corinium Saver Income Protection Insurance

Corinium Saver Income Protection Insurance is underwritten by Lloyd's syndicate 4444 which is managed by Canopus Managing Agents Limited. Canopus Managing Agents Limited is registered in England and Wales no. 01514453 in the United Kingdom.

Canopus Managing Agents Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number: 204847.

This Insurance Product Information Document is only a summary of the insurance cover. The full terms and conditions of the insurance including, for example, the full exclusions, the things you have to do, how to make a claim and your complaints and cancellation rights are set out in the policy wording and certificate of insurance. Please read both documents carefully and make sure that the cover meets your needs.

### What is this type of insurance?

This insurance is designed to protect a proportion of your monthly income if you cannot work because of either:

- accident & sickness or
- unemployment (which is not your fault) or
- unemployment (which is not your fault) and accident & sickness.

(You choose which cover you want to buy).



### What is insured?

- ✓ You can choose to buy either:
  - accident and sickness & unemployment cover or
  - unemployment cover only or
  - accident and sickness cover only.Your choice will be shown on your certificate of insurance.
- ✓ Unemployment cover includes giving up work to become a full-time carer)
- ✓ The policy pays out up to 12 monthly benefits for any one claim.
- ✓ The most we will pay each month is £2,000, or 65% of your normal gross monthly income, whichever is the lower amount. The amount of your monthly benefit will be shown on your certificate of insurance.
- ✓ When you take out your cover you choose an "Excess Period" (this will be shown on your certificate of insurance). This affects when you become entitled to your first monthly benefit. You will not get any benefit if you go back to work before your first monthly benefit is due. The date the first monthly benefit is due and will be paid is as follows:

| Excess period chosen | 1 <sup>st</sup> monthly benefit due & paid |
|----------------------|--|
| 0 days               | Day 31                                     |
| 30 days              | Day 61                                     |
| 60 days              | Day 91                                     |

After you have had your first monthly benefit, you will be entitled to 1/30<sup>th</sup> of your monthly benefit for each further day you are unable to work.



### What is not insured?

- ✗ You are not covered if your work is, self-employed, temporary, casual, occasional or on a contract basis which does not go on for more than 12 months.



### Are there any restrictions on cover?

We will not pay any claim for:

- ! Any medical condition, whether diagnosed or not, which you knew about (or should have known about) or which you have consulted a healthcare professional about, in the 12 months immediately before the start date of your insurance. This exclusion will not apply if you stay symptom free and do not seek treatment or advice about the condition for a period of 24 months in a row.
- ! Backache unless there is radiological evidence of abnormality.
- ! Any condition caused or made worse by any psychiatric illness or mental, nervous or stress related disorder unless you are getting care and attention from a psychiatric specialist or nurse.
- ! Deliberate self-inflicted injury, alcohol or drug abuse, or treatment you have chosen to have or any condition which happens in the first 5 days of cover.
- ! Unemployment, or the need for you to become a carer, which you were aware of at the start date of your insurance.
- ! Voluntary unemployment (apart from to become a carer) such as resigning or taking voluntary redundancy, or unemployment because of your bad behaviour.
- ! Any period for which you are getting your normal salary or have been given a payment instead of working a notice period.
- ! Unemployment, or giving up work to become a carer, which happens, you are told about or which you find out about in the first 150 days of cover.
- ! Unemployment which is normal or seasonal in your job.



### Where am I covered?

- ✓ Cover applies when you are living and working in the UK.



### What are my obligations?

#### Giving us all the important information

You must be careful to give full and truthful answers to all the questions you are asked when you take out or make changes to your policy.

#### Making sure you are eligible for cover

You must ensure that you are eligible for this insurance. The eligibility requirements are explained to you when you apply for or buy this insurance and are set out in full on page 5 of your policy wording.

#### When making a claim

You must contact us and ask for a claim form within 30 days of being off work. You must give us (and pay for) any proof or information that we ask for. You must also show that you are still unemployed, a carer or off work due to an accident or illness for the whole of your time you are claiming for.



### When and how do I pay?

You pay for this insurance monthly by direct debit.



### When does the cover start and end?

You are covered for one month from the start date (shown on your certificate of insurance) and then for each month after that as long as you pay the premiums.



### How do I cancel the contract?

You can cancel this insurance within 30 days of the start date or 30 days of the date you receive your policy wording (whichever is later).

You can also cancel your policy at any other time by contacting the Administrator, Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD. Email: [admin@trent-services.co.uk](mailto:admin@trent-services.co.uk). Telephone: 01285 626020 (this is a basic rate number). You will not get a refund of premium as you will only have paid for the cover you have already had.

# Income Protection Insurance

## Additional Information

### Product: Corinium Saver Income Protection Insurance

#### Customer Complaints

We aim to give you a high quality service at all times, but we do realise that there might be times where you feel you have to make a complaint. If you want to complain, please see the 3 steps below which include contact details.

If you want to send your complaint directly to Lloyd's in the first place, you can by using the contact information in Step 2.

#### Step 1:

Firstly, please make your complaint to:

Trent-Services (Administration) Limited

Trent House, Love Lane,

Cirencester GL7 1XD.

Tel: 01285 626020 (this is a basic rate number)

Email: [admin@trent-services.co.uk](mailto:admin@trent-services.co.uk)

#### Step 2:

If you are not happy with the outcome of your complaint, you can send it to Lloyd's:

Complaints at Lloyd's

Fidentia House

Walter Burke Way

Chatham Maritime

Kent

ME4 4RN

Tel: +44 (0)20 7327 5693 (this is a basic rate number)

Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Details of Lloyd's complaints procedure are set out in a leaflet "How We Will Handle Your Complaint", which is available at the website address above. Alternatively, you can ask Lloyd's for a hard copy.

#### Step 3:

If you are still unhappy after Lloyd's has looked at your complaint, you might be able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The contact information is:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 0234 567 (calls to this number are free on mobile phones and landlines).

Tel: 0300 1239 123 (calls to this number cost no more than calls to 01 and 02 numbers).

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

#### Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we cannot meet our obligation to you under this insurance. You can get more information from:

The Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY.

Tel: 0800 678 1100 (Freephone) or 020 7741 4100 (this is a basic rate number).

Website: [www.fscs.org.uk](http://www.fscs.org.uk)