

MORTGAGE AND LOAN PAYMENT PROTECTION INSURANCE

Policy Summary – Key Information You the Customer Need To Be Aware Of

Please read this document carefully. This policy summary does not contain the full terms exclusions and conditions of the contract; these can be found in the policy document which you should read carefully. We have drawn your attention to parts of the policy wording with the use of text boxes.

About Mortgage and Loan Payment Protection Insurance

Mortgage and Loan Payment Protection Insurance can help you protect your monthly mortgage or loan repayment if you become unemployed through no fault of your own or suffer an accident or sickness.

What type of cover is available under the insurance policy?

The cover you have selected will be shown on your policy schedule. We offer cover for:

- Accident, Sickness and hospitalisation only or
- Unemployment only or
- Accident Sickness Hospitalisation and Unemployment

Accident Sickness Hospitalisation and Unemployment provides the maximum protection under this policy.

How does the Policy work?

- You choose the type of cover you need and level of benefit that is suitable to your demands and needs;
- You pay the premium as it falls due on a monthly basis;
- We will not pay out more than 12 monthly benefit payments as specified in your policy documents;
- We will not pay out more than the total monthly benefit as specified in your schedule per month.

Transferring Cover?

- Cover can be transferred from an existing Mortgage or Loan Protection Product.
- We will waive the initial exclusion period providing the existing insurance has been in force and claims free for the previous 6 months.
- If you increase the benefit amount from your existing cover, the standard 90 day initial exclusion period will apply to this increase.
- In the event of a claim we will require a copy of your previous Mortgage or Loan Protection Policy, this can be provided at the start of your plan or when you make a claim.

1. Who provides insurance cover?

Accident, Sickness Hospitalisation and Unemployment Cover

This insurance is underwritten by with Tokio Marine Kiln Syndicates Limited and the insurance policy is administered by Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD, Email admin@trent-services.co.uk, Tel 01285 626020.

2. Are you eligible for cover?

You must be:

Aged 18 and over and under the state pension age;
Working (for at least 16 hours per week) and residing in the United Kingdom for at least 6 months;
Protecting your monthly mortgage or loan repayments and other household costs.

You are not eligible if:

You are aware of any impending Sickness Hospitalisation or Unemployment, or any circumstances which may result in you becoming a full time carer;

You are in casual, temporary or seasonal work or working less than 16 hours per week.

🔗 For full details of Eligibility for cover see policy wording section **1. ARE YOU ELIGIBLE FOR COVER?**

3. How long does cover last?

Your cover is reviewed on an annual basis. Thirty (30) days before the policy has been in force for a year, and annually thereafter, we will write to you advising you of the premium for the next 12 months and any changes to your cover.

4. Will my premium change each year?

The premiums for future years will depend upon the forecasts of costs to us of settling claims and changes in taxation and inflation. We will not seek to recover, in future years, the costs of any claims already paid out. Changes to your premium will not depend on your individual circumstances but on the cost of overall claims.

5. What cover do you get?

This policy will protect you in the event you are unable to work due to one of the following:

Accident and Sickness and Hospitalisation;

Involuntary Unemployment.

The monthly benefit payable will be the amount you have selected, up to a maximum of £2,500 or 50% of your normal gross income or your monthly mortgage repayment plus 25% additional costs whichever is the lesser.

SIGNIFICANT FEATURES AND BENEFITS

Accident	If your Doctor certifies that you have been unable to work for 30 consecutive days due to an Accident we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a daily basis monthly in arrears.
Sickness	If your Doctor certifies that you have been unable to work for 30 consecutive days due to a Sickness we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a daily basis monthly in arrears.
Hospitalisation	If you are an in-patient in a hospital for 7 consecutive days we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a daily basis monthly in arrears.
Unemployment	If you have not been working for 30 consecutive days due to Involuntary Unemployment we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a daily basis monthly in arrears.

Self Employment / Shareholder / Contract Employment – Unemployment Cover

If you are self employed, on a fixed term contract or you are a relative / member of your household individually or jointly has shares of 20% or more in a business, cover is only provided for unemployment in certain circumstances. Please read section 4.2 Unemployment Benefit in the policy wording carefully. If you are unsure about how the cover applies to your individual circumstances or decide the unemployment cover is not suitable for your needs, please contact Trent-Services (Administration) Limited.

6. Are there any exclusions in the cover?

Main reasons we do not pay out for Accident and Sickness

No benefit will be payable if you are unable to work due to:

Deliberate injury;

Alcohol, solvent abuse or drugs;

Any condition:-

where you sought medical treatment within the previous 12 months;


Which arises from stress, anxiety, depression or any mental or nervous disorder unless You are referred to a **Consultant Psychiatrist** by **Your Doctor** and, provided that the **Condition** solely prevents **You** from **Working**, **Your** claim will be considered from the date of diagnosis by the **Consultant** Psychiatrist until **You** are released from their care; or

Back conditions unless there is radiological evidence of medical abnormality, visible wound or contusion or a Hospital Consultant certifies this condition prevents you from working;

Which is due to a back related **Condition** unless there is radiological evidence of medical abnormality, visible wound, contusion, or **You** are referred to a **Consultant** by **Your Doctor** and, provided that the condition solely prevents **You** from **Working**, **Your** claim will be considered from the date of diagnosis by the **Consultant** until **You** are released from their care; or

Pregnancy, childbirth or abortion other than a medical complication;

Medical operations or treatments which are not medically necessary including cosmetic or beauty treatments.

 **Accident & Sickness exclusions** are shown in the Policy document under section 5.1.1 **Accident & Sickness exclusions**

You have not been working 6 months prior to the policy start date;

You have been notified or are aware of the possibility of unemployment or the need to become a full time Carer at the policy start date;

You cannot claim for **Unemployment**, unless you take out a new mortgage, re-mortgage or loan within 30 days of the policy date, in which case this period will be waived.


You are employed in casual, seasonal or temporary work or work less than 16 hours per week;


Your unemployment is due to voluntary redundancy, resignation or retirement;

You are outside the UK for more than 90 consecutive days or more (unless in the armed forces or a civil servant in a British Embassy or Consulate);

You are made unemployed from a business where you can control the affairs of the business because you or a relative or member of your household individually or jointly holds shares of 20% or more;

You refuse any offer of reasonable alternative employment by your employer.

 Unemployment exclusions are shown in the Policy document under section **5.2.1 Employment Exclusions**

 General exclusions for Accident, Sickness and Disability are shown in the Policy document under section **8. GENERAL EXCLUSIONS**

7. What is the duration of the policy?

This policy is arranged on a monthly basis with an annual review date. It is in force whilst the premium is being paid.

8. When does cover end?

Cover ends when:

- You die or;
- You retire from Work or reach the state pension age, whichever is the earlier or;
- You stop residing or Working in the United Kingdom or;
- You default on your premium payment or;
- You no longer have a mortgage or loan; or
- You or we cancel this Policy.

See policy wording **Section 3. WHAT WORDS MEAN** for full definition of "Termination Date"

9. Can you cancel the cover?

You can cancel your cover under this policy within 30 days of the policy start date as shown in your schedule by writing to the administrators Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD. Please return your documents, quote your policy number and on receipt of your documents we will refund any premium you have paid, provided that you have not made a claim under this policy.

Thereafter you may cancel your cover under this policy by writing to the administrators. Your cover will cease on the date we receive your request in writing. No refund of premium will be made if you cancel your cover under this policy more than 30 days after the policy start date.

10. Can we cancel the cover?

We may cancel your policy by giving you 60 days notice prior to your policy review date. This will not depend on your individual circumstances but due to it being impossible, unpractical or unreasonable to continue. This will not affect any rights to monthly benefit which you may already have received under this policy before the termination date of your cover.

11. Reviewing your cover?

Please remember that it is your responsibility to regularly review your level of cover and to advise the administrator of any changes in your personal situation.

12. What to do if you have a claim?

You must give us notice by telephoning or writing to the claims administrator Trent-Services (Administration) Limited on 01285 626020. If you claim you must keep the policy running and continue to pay your premiums as they fall due. If you do not then your policy will end.

For full details of what to do if you have a claim please refer to the Policy document under section **14. HOW TO CLAIM**.

13. What to do if you have a complaint

We aim to provide a first-class service.

If you have any cause to complain, or you feel that we have not kept our promise, please write to the Administrator, Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD, or email admin@trent-services.co.uk who may pass your complaint on to Tokio Marine Kiln Insurance Limited. When you do this quote your Policy number, which is on your Schedule.

In the event that you remain dissatisfied, you can refer the matter to Lloyd's.

MORTGAGE AND LOAN PAYMENT PROTECTION INSURANCE

The address is: The Complaints Team
Lloyd's Market Services
One Lime Street
London

The telephone number is: 020 7327 5693

The fax number is: 020 7327 5225

The email address is: complaints@lloyds.com

Complaints that cannot be resolved by the administrators, insurer or Lloyd's, may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaints procedure does not affect your legal rights.

The address is: Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Website: <http://financial-ombudsman.org.uk/contact/>

The telephone number is: 0800 0 234 567*

*Calls to this number are free if **you** are calling from a 'fixed line' (e.g. a landline at home). If **you** are a mobile phone user who plays a monthly charge for calls to numbers starting 01 or 02, call free on 0300 123 9 123.

This does not affect any right of legal action **you** may have.

The Administrator, Trent-Services (Administration) Limited, is authorised and regulated by the Financial Conduct Authority and entered on its register under number 315285.

The Society of Lloyd's is authorised and regulated by the Financial Conduct Authority (FCA) and the United Kingdom Prudential Regulation Authority (PRA) under the Financial Services and Markets Act 2000. The Society of Lloyd's Financial Services Register Firm Number is: 202761.

Further details can be found at:

www.bankofengland.co.uk for the Prudential Regulation Authority

www.fca.gov.uk for the Financial Conduct Authority.

www.lloyds.com for Lloyd's of London.

The written authority number XXXX allows Trent-Services (Administration) Limited to sign and issue this Policy on behalf of Lloyd's Underwriters whose respective shares and syndicate numbers can be obtained by applying to Market Services, Lloyd's, One Lime Street, London EC3M 7HA. Trent-Services (Administration) Limited is authorised and regulated by the Financial Conduct Authority.

Details of Trent-Services (Administration) Limited, firm reference number 315285, may be checked on the Financial Services Register at www.fca.org.uk/register.

 Further Information:

Premiums

Any premiums, premium refunds, or claims money held by Trent Services will be treated as held on behalf of Tokio Marine Kiln Syndicates Limited.

Insurance Premium Tax

The premium includes Insurance Premium Tax (IPT) at the current rate. If we are required by law to increase the level of IPT or to make any other charges, we will increase your premium from the date any such charges are implemented.