

Short Term Income Protection Cover Product Summary



This product summary does not contain the full terms and conditions of our Short Term Income Protection Product. These can be found in the policy document. It is important that you read the policy document very carefully. We are able to provide you with this and other documents in audio, large print or Braille if you need. Please contact us using the contact details shown below.

Name of the Insurer

This product is underwritten and administered by Covea Insurance plc.

Contact details

Protection Department, Covea Insurance plc, 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX. Tel: 0333 130 4550*.

Cover provided

This product has been designed to help protect a percentage of your income in the event that you are unable to work due to sickness and/or an accident by paying you a monthly benefit.

You can select the amount of your monthly benefit provided that this doesn't exceed the lesser of £2,000 or 60% of your gross monthly income. The monthly benefit you select will be shown in your policy schedule.

The monthly benefit will be paid for a maximum period of 12 months in respect of each claim made by you and accepted by us.

Eligibility criteria

To be eligible for this product you must be:

- 18 years or over but less than 64 years of age;
- physically living in the UK (or the Channel Islands or Isle of Man) and either a citizen of the UK (or the Channel Islands or Isle of Man) or been granted permission to permanently reside in the UK (or the Channel Islands or Isle of Man); and
- working at least 16 hours a week and have been so continuously for at least the previous six months prior to the start of your cover.

Self-employed and fixed-term contract workers

If you are either self-employed or on a fixed-term contract you are eligible for this product however, you should read the policy terms carefully to make sure it is suitable for your needs - in particular you should read the definitions of 'fixed-term contract' and 'self-employed' and the 'Claim requirements' paragraph in the 'General Conditions' section of the policy.

Significant features and benefits

The benefits we will pay depend on the amount of monthly benefit and the qualification period option you choose. The qualification period options available are:

Option 1 - 14 day qualification period - Back to day 1 cover

If you are continuously off work as a result of an accident or sickness for 14 consecutive days or more, we will pay you from when you start being unfit for work, 1/30 of the monthly benefit for each continuous day you remain unfit for work.

Option 2 - 14 day qualification period – Excess cover

If you are continuously off work as a result of an accident or sickness for 14 consecutive days or more, we will pay you from the 14th day onwards, 1/30 of the monthly benefit for each continuous day you remain unfit for work.

Option 3 - 30 day qualification period - Back to day 1 cover

If you are continuously off work as a result of an accident or sickness for 30 consecutive days or more, we will pay you from when you start being unfit for work, 1/30 of the monthly benefit for each continuous day you remain unfit for work.

Option 4 - 30 day qualification period - Excess cover

If you are continuously off work as a result of an accident or sickness for 30 consecutive days or more, we will pay you from the 30th day onwards, 1/30 of the monthly benefit for each continuous day you remain unfit for work.

Significant exclusions or limitations

The maximum monthly benefit is limited to £2,000 or 60% of your gross monthly income, whichever is less. If your gross monthly income changes after the start of your cover you should check that the monthly benefit you have chosen still meets your needs.

The monthly benefit will be paid for a maximum period of 12 months in respect of each claim made and accepted.

We will not pay benefits if your inability to work starts when you are not a resident of the UK, Channel Islands or Isle of Man.

Benefits are not payable for any accident/sickness claim that is directly or indirectly caused by:

- any condition, injury, illness, sickness or related condition which medical evidence shows you knew about or were experiencing symptoms that you were aware of or for which you received advice or treatment from a doctor during the 12 month period immediately before the start of your cover - unless you have been symptom free and have not consulted a doctor or received treatment for the condition for at least 24 months after the start of your cover;
- taking part in any form of aviation, including travelling in an aircraft (except as a fare paying customer in a commercial licenced aircraft);
- exposure to exceptional danger (except in an attempt to save human life);
- the illegal acts of the person who has suffered the accident;
- suicide or self-inflicted injury whether of a sound mind or not;
- being under the influence of or being affected by alcohol or drugs unless under the advice of a doctor for a condition other than alcohol or drug addiction.

Please see 'What is not covered' paragraph of 'Your Cover' section of your policy document for full details of limitations and exclusions.

What you pay

The premium you must pay is shown in your policy schedule. Premiums are payable monthly by direct debit. All direct debits need to be paid to us from a bank or building society in the UK in the currency of the UK. If you fail to pay two consecutive monthly premiums when they are due your policy will be cancelled. Please refer to 'Stopping your premiums' paragraph of the 'General Conditions' section of the policy document for further detail.

Duration of policy

The start date of your policy will be shown in your policy schedule which will be sent to you. Your policy will end:

- on the date of your death; or
- on you reaching 65 years of age; or
- if you cease to be a resident of either the UK, the Channel Islands or Isle of Man; or
- you permanently retire; or
- cancellation of your policy either by you or by us in accordance with 'Cancellation rights' paragraph of the 'General Condition' section of the policy document.

Cancellation Rights

You have a 30 day 'cooling off' period during which you can change your mind. If you cancel your policy within this period, we will refund any premiums you have paid. You can still cancel your policy at any time after the 'cooling off' period ends, but we won't refund your premiums.

If you wish to cancel your policy, please contact us – see '**Contact details**' section.

How to make a claim

In the event of a claim you can contact us either by phone or in writing – please see '**Contact details**' section.

Before we can pay out the claim, we must receive from you the necessary evidence and proof to validate the claim. We will only ask for such information and proof we need to process a claim.

Examples of the type of information and proof we may require include:

- medical certificates covering the period for which you are making your claim (we will accept you self-certifying a period of up to 7 days before you obtain the first such medical certificate at the start of your claim);
- your doctor's name and address;
- if you are employed, your employer's name and address;
- if you are self-employed, bank statements for your business, or evidence of your payment of class 2 national insurance contributions, covering the period immediately before the date from which your claim starts.

How to complain

If you are not satisfied with the service we have provided, please tell us so that we can do our best to resolve the problem. You can contact us in the following ways:

- by phone on 0333 130 4550*
- or you can write to us at Protection Department, Covea Insurance plc, 50 Kings Hill Avenue, Kings Hill, West Malling, ME19 4JX.

You may be eligible to refer your complaint to the Financial Ombudsman Service. For further details, they can be contacted at:

Write to: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Phone: 0300 123 9123 from a mobile or 0800 023 4567 from a landline

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

Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

If we are unable to meet our liabilities under this policy, you may be entitled to compensation from the FSCS. Further information can be obtained from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU or by visiting the FSCS website at www.fscs.org.uk or telephoning FSCS on 0800 678 100 or 020 7741 4100

Other important information

- Covea Insurance plc is a company incorporated in England and Wales No. 613259. Registered Office: Norman Place, Reading, Berkshire, RG1 8DA. It is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, its Financial Services register number is 202277.
- We propose to choose English law as the law applicable to this contract unless you and we agree another law before the start date. The policy terms and conditions and other information we are required to supply will be supplied in English. We will communicate with you in English for the duration of the policy unless you and we agree otherwise.
- A copy of our complaint handling procedure is available on request by writing to the Customer Services Manager at the contact address or by telephoning 0333 130 4550*.

*Calls may be recorded and monitored for training and quality purposes.

This guarantee should be retained by the payer.



The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Covéa Insurance Services Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Covéa Insurance Services Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Covéa Insurance Services Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Covéa Insurance Services Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

