

YourLife Plan - Family Income Benefit

Key Facts



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This document is available in other formats. If you would like a Braille, large print or audio version, please contact our customer care team at:

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 (calls should cost no more than 5p per minute from a BT landline, networks may vary)
 Email: enquiries@fortislife.co.uk

We are open Monday to Friday, 9.00am to 5.00pm, except bank holidays.

To make sure we have an accurate record of the instructions we are given, we may record or monitor phone calls.

Welcome to YourLife Plan

Family Income Benefit

This booklet is the Key Facts.

If you're thinking about taking out YourLife Plan - Family Income Benefit, this booklet should be able to answer any questions you might have. But if there's anything that isn't clear or you have any questions, please speak to your financial adviser or call us on **0845 600 6820**.

Full terms and conditions of YourLife Plan - Family Income Benefit are available in the Cover Details. You can get a copy of the Cover Details from your financial adviser or by calling us on **0845 600 6820** or emailing us at **enquiries@fortislife.co.uk**.

To make sure we have an accurate record of the instructions we are given, we may record or monitor phone calls.

About this Key Facts document

This document is a brief guide to the cover we offer.

This document is based on our understanding of current law and tax rules. If you're thinking of taking out a cover, it's a good idea to get expert advice from an adviser who can look at your personal circumstances and help you make the decision that's right for you.

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Who provides YourLife Plan?

YourLife Plan is provided by Fortis Life UK Limited. We specialise in protection insurance - such as life insurance, critical illness cover and income protection.

YourLife Plan is only available to customers resident in the United Kingdom. It is not available to customers resident in the Channel Islands or Isle of Man.

A quick guide to the language we use in this booklet

YourLife Plan lets you choose from a range of **covers**. This Key Facts document is about YourLife Plan - Family Income Benefit cover.

YourLife Plan - Family Income Benefit lasts for a number of years, known as the **term of the cover**.

We call the money that we pay someone for a successful claim, the **benefit**.

We call the money that someone pays us for their cover, the **premium**.

Section A:

About YourLife Plan

A1 What is YourLife Plan?

YourLife Plan is a group of optional covers. You can choose which of these covers you want to take out, from all of them to just one. You can choose from Term Assurance, Critical Illness with Term Assurance, Family Income Benefit and Income Protection. Each cover protects you in a different way, and either pays a lump sum or a monthly benefit.

A2 YourLife Plan's aims

The table below explains the aim of each cover.

Cover	Aim
Term Assurance	To pay a lump sum if the person covered: <ul style="list-style-type: none"> • dies, or • is diagnosed with a terminal illness.
Critical Illness with Term Assurance	To pay a lump sum if the person covered: <ul style="list-style-type: none"> • dies, or • is diagnosed with a terminal illness, or • is diagnosed with a critical illness.
Family Income Benefit	To pay a monthly benefit if the person covered: <ul style="list-style-type: none"> • dies, or • is diagnosed with a terminal illness.
Income Protection	To pay a monthly benefit if the person covered can't work because: <ul style="list-style-type: none"> • they are incapacitated by illness, injury or disability, or • they are providing full-time care for their child who is incapacitated.

We have a Key Facts document for each of the covers. This Key Facts document is about YourLife Plan - Family Income Benefit.

A3 How does YourLife Plan - Family Income Benefit work?

The amount of cover

When you take out YourLife Plan - Family Income Benefit, you choose the monthly benefit. This is the amount we will pay each month for a successful claim.

Once you have chosen the monthly benefit, you can choose whether it will stay at the same level for the term of your cover, or increase each year. Increasing it each year could help to protect your benefit against the effects of inflation. Your premium will increase to pay for the extra cover.

The term of the cover

The term of the cover is how long the cover lasts. You choose the term of the cover.

Covering one person or covering two people

It is possible to protect two people by choosing joint life cover. While either person covered can claim under joint life cover, benefits are only payable once. After we have paid the benefits for one of the people covered, joint life cover stops.

Cover for one person is called single life.

For a full explanation of the effect of each decision on the cover, please see the Cover Details.

A4 Your commitment

- To pay regular monthly or yearly premiums throughout the term of your cover
- To give us accurate, complete and true information when you apply for cover
- To give us any medical or other evidence that we ask for
- To tell us if you change your name, your address or your bank account
- To tell us immediately if any of the information in the Cover Summary or Application Details we send you is wrong

A5 Risk factors

YourLife Plan - Family Income Benefit only protects you against events that happen during the term of your cover. If something happens outside that term you won't be covered.

If you don't review your cover in line with your earnings and lifestyle, you may have more or less cover than you need.

Inflation will reduce the spending power of any benefit you are paid in the future. To help protect your cover against this effect, you can choose to set it up with a monthly benefit that increases by 5% each year.

If you don't pay your first premium, your cover won't start and you won't be covered. If you miss a subsequent premium and it remains unpaid for more than 30 days from the date it was due to be collected, we will cancel your cover and you will no longer be covered.

For joint life, if one person covered dies, YourLife Plan - Family Income Benefit will stop. The other person will therefore no longer have Family Income Benefit cover.

There are other circumstances in which we won't pay a benefit. There's more information on these in section C of this booklet and in the Cover Details.

Your cover will not have a cash value at any time.

Section B:

The cover and the benefit

If the person covered dies or is diagnosed with a terminal illness, Family Income Benefit pays a monthly benefit.

It pays a monthly benefit for the rest of the term of the cover.

B1 When will we pay the benefit?

When we will pay the benefit depends on the cover shown in the YourLife Plan - Family Income Benefit Cover Summary.

What's shown in the YourLife Plan - Family Income Benefit Cover Summary	When we will pay the benefit
Single life	<p>We will pay the benefit if the person covered:</p> <ul style="list-style-type: none"> dies, or is diagnosed with an illness which meets our definition of terminal illness. <p>After we have paid one claim the cover stops.</p>
Joint life	<p>We will pay the benefit if one of the people covered:</p> <ul style="list-style-type: none"> dies, or is diagnosed with an illness which meets our definition of terminal illness. <p>After we have paid one claim the cover stops.</p>

For more information on how we define terminal illness, please see the Cover Details.

B2 How much will we pay each month?

How much we pay depends on the cover shown in the YourLife Plan - Family Income Benefit Cover Summary.

What's shown in the YourLife Plan - Family Income Benefit Cover Summary	How much we will pay
Level monthly benefit	We will pay the same amount of benefit each month. This will be the amount shown in the YourLife Plan - Family Income Benefit Cover Summary.
Annually increasing monthly benefit	For the first year of the cover we will pay the amount shown on the YourLife Plan - Family Income Benefit Cover Summary each month. Each year, on the anniversary of when the cover started, the amount of the monthly benefit will increase by 5%. During a claim, the benefit we pay will continue to increase by 5% each year.

Changing the benefit to a lump sum

At the point of claim or while we are paying a monthly benefit, you or the people looking after your estate can ask us to pay a lump sum instead of a monthly benefit. This lump sum won't be as much as the remaining monthly benefit payments added together. We will explain what the lump sum would be when you or they ask us to change the benefit.

B3 Waiver of Premium

If you include Waiver of Premium in the cover, we will waive the YourLife Plan - Family Income Benefit premiums if the person covered is incapacitated for longer than 26 weeks.

For joint life cover, you can choose Waiver of Premium for one or both of the people covered.

How long will we waive your premium for?

We will stop waiving your premium when the earliest of the following happens:

- the person covered no longer meets the definition of incapacitated that applied when they first claimed, or
- they die, or
- the cover ends.

We will only continue to pay the benefit beyond 26 weeks of the person covered becoming incapacitated if they are resident in the UK, Channel Islands or Isle of Man.

While we are waiving a premium, we can ask the person covered to see a doctor or health specialist of our choice, to help us confirm whether they still meet the definition of incapacitated that applies to them.

Section C:

Questions about YourLife Plan

C1 Questions people often ask about YourLife Plan - Family Income Benefit

Q. How much cover can I apply for?

A. There is no maximum monthly benefit but we may require further information before we agree to cover large amounts.

Q. When will the cover not pay out?

- A. There are specific circumstances in which we won't pay a benefit. We will not pay a benefit if:
- the person covered or their legal representatives do not give us medical or other evidence that we ask for, or
 - their diagnosis does not meet our definition of incapacitated or terminal illness, or for terminal illness is not made by a consultant, or
 - we find the person covered has intentionally given us inaccurate, incomplete or untrue information on the application which would have affected our decision to offer them this cover, or would have led us to offer it with different conditions, or
 - the cover is no longer active, or
 - the claim is caused by something that we have specifically excluded from this cover - this will be shown on the Cover Summary.

We may not pay the full benefit if we find the person covered has negligently given us inaccurate, incomplete or untrue information on the application which would have affected our decision to offer them this cover, or would have led us to offer it with different conditions.

Q. How flexible is YourLife Plan - Family Income Benefit cover?

- A. Under YourLife Plan - Family Income Benefit, you can choose:
- the monthly benefit
 - whether the monthly benefit stays at the same level throughout the term of your cover, or increases by 5% of the current monthly benefit each year
 - the term of the cover
 - whether to take out single life cover, for one person, or joint life cover, for two people with the benefit payable once, and
 - whether to include Waiver of Premium.

Q. What if I change my mind and want to cancel my cover?

A. When your cover starts, we will send you information about your right to change your mind and cancel your cover. You have 30 days from the date you receive this information to cancel your cover. If you cancel your cover in this time we will refund any premiums you've paid to us, unless we have paid you a benefit before you cancel.

Once you tell us, your cover will end on the day before your next monthly premium to us is due. If you are paying annual premiums, your cover will end on the day before the next monthly anniversary of the cover. We will refund the cost of any full months of cover between the date of cancellation and the date your next annual premium is due.

Q. Once my cover starts, can I change it?

A. There are lots of ways that you can change your cover to make sure that it is still meeting your needs. All of the changes that can be made are explained in the Cover Details.

The changes that can be made to your cover include:

- adding other covers - Term Assurance, Critical Illness with Term Assurance, and Income Protection
- increasing the monthly benefit
- increasing the term of the cover
- reducing the monthly benefit
- reducing the term of the cover
- stopping and restarting annual increases
- adding another person to single life cover
- removing a person from joint life cover, and
- changing from annual to monthly premium payments or vice versa.

The options that increase the monthly benefit or the term of a cover aren't available to everyone. This could be because, for example, someone has a particular medical condition when they apply for cover.

If the option isn't available, it doesn't mean that they can't ask us to make the increase, it just means that we won't automatically say yes. We might have to find out some more about the person covered before we can make a decision. The Cover Summary will show whether these options are available.

How these changes affect what you pay

If the monthly benefit or term of the cover increases, the premium of the cover will increase.

If you set up a cover with an increasing monthly benefit, the amount you pay will increase each year to pay for the extra cover. If you then change to a level monthly benefit, the premium will remain at the level it was when you made the change. If you restart the annual increase, your premium will increase again.

If the monthly benefit or term of the cover reduces, it may reduce the premium.

If another person is added to a single life cover, to make a joint life cover, your premium will increase. If a joint life cover changes to a single life cover, the premium will reduce.

How these changes affect the terms and conditions

If you change the amount or the term of the cover, it may affect the terms and conditions of your cover.

Q. How much will my cover cost?

A. The amount of your monthly or yearly premium will be shown on the YourLife Plan - Family Income Benefit Cover Summary we send you when your cover starts.

Q. What if I stop paying?

A. If you don't pay your first premium, your cover will not start and you won't be covered. If you miss a subsequent premium, we will write to you to let you know. If it remains unpaid for more than 30 days from the date it was due to be collected, we will cancel your cover and you will no longer be covered.

If we cancel your cover because you didn't pay a premium, you can ask us to restart it up to one year after the date of the first missed premium. If you ask us to do this, we will tell you what we need in order to do it and you must clear any premium arrears. There may be circumstances when we can't restart your cover. If this happens, we'll explain our decision to you.

Q. Can my premium change in the future?

The premium that you pay will only change if:

- you ask for a change to the cover, or
- we have accepted a Waiver of Premium claim - in which case you won't pay for this cover during this time. You'll still pay premiums for those covers which you haven't chosen Waiver of Premium for, or
- you have misstated your age.
- you have chosen an increasing monthly benefit - in which case your premium will increase annually. The amount of the increase will depend on the age of the person covered and the remaining term at that time. We will write to tell you what the additional premium will be. You can tell us that you do not want the increase. If you do this, we will keep the monthly benefit at its current level.

Q. How do I or my personal representatives make a claim?

A. Please tell us as soon as you or your personal representatives think you need to make a claim. You or your personal representatives can:

- call us on 0845 600 6815 (calls should cost no more than 5p per minute from a BT landline, networks may vary), or
- email us at claims@fortislife.co.uk, or
- write to us at Claims Team, Fortis Life, PO Box 205, Wymondham, NR18 8AH.

We are open Monday to Friday, from 9.00am to 5.00pm, except bank holidays.

To make sure we have an accurate record of the instructions we are given, we may record or monitor phone calls.

A claims adviser will explain the process and what information we'll need. There is more information about claiming your benefit in the Cover Details.

Q. Who will you pay the benefit to?

A. We will pay the benefit to the person legally entitled to receive it. Who this will be depends on the nature of the claim, the circumstances at the time and whether the cover has been assigned or put under trust.

Normally we will pay the benefit to the person covered or their personal representatives, if the person covered has died. Personal representatives need to send us the original

Grant of Representation or Confirmation before we can pay any benefit to them. If the person covered has instructed us to pay the benefit to someone else by a deed of assignment, we will pay this assignee. Assignees need to send us the original deed of assignment before we can pay any benefit to them.

If the cover is under Trust, we will pay the benefit to the Trustees. The Trustees must then follow the terms of the Trust to distribute the money to the chosen beneficiaries. Trustees need to send us the original Trust Deed and any deeds altering the Trust before we can pay any benefit to them. We will return these when we pay the claim.

Q. How can I contact you?

A. You can:

- phone us on 0845 600 6820 (calls should cost no more than 5p per minute from a BT landline, networks may vary), or
- email us at enquiries@fortislife.co.uk, or
- write to us at Fortis Life, PO Box 205, Wymondham, NR18 8AH.

We are open Monday to Friday, 9.00am to 5.00pm, except bank holidays.

To make sure we have an accurate record of the instructions we are given, we may record or monitor phone calls.

Q. How do I make a complaint?

A. If you have a complaint, please contact our customer care team at the following address: Fortis Life, PO Box 205, Wymondham, NR18 8AH

Telephone: 0845 600 6813 (calls should cost no more than 5p per minute from a BT landline, networks may vary)
Email: complaints@fortislife.co.uk

We are open Monday to Friday, 9.00am to 5.00pm, except bank holidays.

To make sure we have an accurate record of the instructions we are given, we may record or monitor phone calls.

We will try to resolve complaints as quickly as possible. If we can't deal with your

complaint promptly, we will send you a letter to acknowledge it and then give you regular updates until it is resolved.

We are committed to resolving complaints through our own complaints procedures. However, if a matter cannot be resolved satisfactorily, you may be able to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service helps settle disputes between consumers and financial firms. Their service is independent and does not cost you anything. They can decide if we have acted wrongly and if you have lost out as a result. If this is the case they will tell us how to put things right and whether we have to pay you compensation.

If you make a complaint, we will send you a leaflet explaining more about the Financial Ombudsman Service. You can also ask us to send you the leaflet at any other time. Alternatively, you can contact the Financial Ombudsman Service yourself at the following address:

Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

Telephone: 0845 080 1800 (calls should cost no more than 5p per minute from a BT landline, networks may vary) or 020 7964 0500 (this number may be cheaper for calls from some mobile phones and other networks)
Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

If you make a complaint, it will not affect your right to take legal proceedings.

C2 Other information

The Law

The Law of England and Wales will apply to this cover.

Language

All our communications with you now, and throughout the term of the cover, will be in English.

Financial Services Compensation Scheme

Your cover is covered by the Financial Services Compensation Scheme. The scheme covers you if we cannot meet our obligations. You can get more information about compensation scheme arrangements from us - our contact details are on page 10.

Alternatively, you can contact the Financial Services Compensation Scheme at the following address:

Financial Services Compensation Scheme, 7th floor, Lloyds Chambers, Portsoken Street, London E1 8BN

Telephone: 020 7892 7300

Email: enquiries@fscs.org.uk

What we will use personal information for

We will only use personal information about the person covered for:

- providing our products and services
- administration and customer services
- fraud prevention
- research and analysis
- legal and regulatory reasons, and
- marketing products and services of the Fortis Group, unless they have asked us not to in the application.

We will keep their information for a reasonable period for these purposes.

They have the right to ask for a copy of the information that we hold about them. We are entitled to charge them a small administrative fee for giving it to them.

Where we may get personal information from

We may get personal information about the person covered from: them, their financial adviser, or from other sources - for instance their doctor.

We may ask their doctor for information before we offer cover. We may also get a report from their doctor or telephone them for more information after the cover has started. If we find that we have been given incomplete, inaccurate or untrue information, we do not receive the report from their doctor or they are unavailable for interview, we reserve the right to cancel the cover within 13 weeks.

Who we will share personal information with

We may share personal information about the person covered solely for the purposes listed in 'What we will use personal information for' with certain named third parties. These third parties are:

- Fortis Group's current auditors from time to time (the identity of which can be provided on request)
- our reinsurers (a list of these reinsurers can be provided on request)
- our third party service providers
- your financial adviser
- other parts of the Fortis Group, and
- legal and regulatory bodies.

We may give copies of medical information we obtain about them to their own doctor.

Giving us information about another person

If the person covered gives us information about another person, they confirm that the other person has given them the authority to consent to the processing of their personal data. The person covered also confirms that they have informed the other person of our identity and the purposes for which we will use their personal data.

Monitoring and recording telephone calls

We may monitor and record telephone calls and keep the recordings. This is to make sure we have an accurate record of instructions and for us to use in training and quality assurance.

If the person covered would like more information about how we will use their personal information or they would like to choose how they get marketing communications from us, they can:

- phone us on 0845 600 6820 (calls should cost no more than 5p per minute from a BT landline, networks may vary), or
- email us on enquiries@fortislife.co.uk, or
- write to us at Fortis Life, PO Box 205, Wymondham, NR18 8AH.

We are open Monday to Friday, 9.00am to 5.00pm, except bank holidays.

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