

## Policy Summary – payment protection insurance

This policy can help you protect your mortgage payments, rent payments and/or loan payments if you become unemployed or suffer an accident or sickness.

This policy is underwritten by Brit Insurance Limited.

This policy is administered by 3xd Limited.

### 1. Types of Cover

There are three types of cover available:

- Unemployment only;
- Disability (accident & sickness) only; or
- Unemployment & Disability.

The type of cover you choose is shown on your certificate.

### 2. How your premium is calculated

Your premium amount is based on the amount of cover, type of cover, qualification periods and benefit periods you choose.

### 3. The amount of cover provided by the policy

You can select the amount of cover you require to protect the following commitments:

- Your monthly mortgage payment;
- Your monthly rent payments;
- Your monthly payments for loan;
- Your monthly life cover payment; and/or
- Your monthly home insurance payment.

You can also have extra cover for up to 25% of the combined total of your insured commitments.

If your mortgage or loan allows you to make variable payments, you should insure the average amount you intend to pay your lender as your mortgage or loan payment.

The maximum monthly benefit you can insure is £2,000 or 65% of your monthly income, whichever is lower.

### 4. The eligibility requirements

You are eligible for cover if at the start date:

- You are aged over 18 and under the statutory retirement age;
- You are permanently residing in the United Kingdom; and
- You are working for a business situated in the United Kingdom.

You are not eligible for cover if:

- You are not named on any mortgage, rental agreement or loan agreement that you include on the policy;
- You are a guarantor of any mortgage you include on the policy;
- You are aware of any circumstance that could result in your becoming unemployed;

- Your work is casual, temporary or seasonal or you work for a temporary employment agency;
- Your type of work is subject to regular or reoccurring periods of unemployment; or
- You are currently unable to work due to a disability.

### 5. Single or Joint cover

Where you are the only person named on the mortgage, rental agreement or loan you can only take out single cover.

If the mortgage, rental agreement or loan is in joint names, you have the following options:

- You can take out single cover in the name of the main income earner;
- You can take out split cover and in the event of a claim, we will divide the monthly benefit by the percentage shown on your certificate.
- You can both take out separate policies (if you are both eligible for cover).

### 6. Qualification Periods

The period of time you will have to wait before you receive your first monthly benefit payment will depend on the qualification period you have selected from the following options:

- Back to Day One cover after 30 days;
- Back to Day One cover after 60 days;
- 30 Day excess period;
- 60 Day excess period; or
- 180 Day excess period.

A full explanation of the qualification periods is shown in the Policy Document.

The qualification periods you have chosen are shown on your certificate.

### 7. Benefit Periods

The period of time you will receive monthly benefit payments for will depend on the benefit period you have selected from the following options:

- 12 month benefit period; or
- 24 month benefit period.

The benefit periods you have chosen are shown on your certificate.

### 8. Unemployment Cover

You will be deemed to be unemployed if you are entirely without work because of one of the following:

- If you are employed, your employer has totally and permanently terminated your job because of circumstances beyond your control; or
- If you are self employed and the business you work for has totally and permanently stopped trading because of circumstances beyond the control of you or any co-director or partner in the business.

You must also be registered as available for work at a benefits office and be actively seeking work.

We will consider the first date of your unemployment to be the date when you registered as unemployed at a Benefits Office. Your qualification period only begins when any payment instead of notice has ended.

**Important:** If you are employed on a fixed term contract you must have at least 12 months continuous service with that business to receive the full entitlement to claim benefits under the policy.

Alternatively, you will be considered as unemployed if you have to stop working to become a full time carer for a member of your family and you are receiving carers allowance.

The main reasons the policy does not pay out for unemployment are:

- You knew about unemployment (or that you would have to leave work to become a carer) on or before the start date;
- Your work is casual, temporary or seasonal or you were working for a temporary employment agency;
- Unemployment was a regular feature of your job;
- You resign or accept voluntary unemployment;
- You retire or take early retirement instead of unemployment;
- You are dismissed because of misconduct, fraud, dishonesty or breach of contract;
- You fail to meet any performance standards or targets laid down by your employer.

If your mortgage, rental agreement or loan has been in force for more than a month on the start date of the policy you are classed as an existing borrower.

If you are an existing borrower, you cannot claim for unemployment if this occurs (or you were notified of unemployment) in the 90 days following the start date of the policy, this is increased to 120 days following the start date of the policy if your monthly benefit is over £500.01 and increased to 180 days if your monthly benefit is £1000.01 or over.

The full details of unemployment cover are shown in the policy document.

## 9. Disability Cover

You will be deemed to be disabled if you are suffering from a condition that stops you from doing your normal work and this is confirmed by a doctor or consultant.

You must also not be receiving any form of payment or reward other than statutory sick pay.

We will consider the first date of your disability to be the date on which a doctor or consultant first certifies that you were unable to work.

The main reasons the policy does not pay out for disability are:

- You knew you would become disabled on or before the start date;
- Your disability is due to a pre-existing condition;
- Your disability is due to a chronic condition;
- Your disability is due to a self inflicted injury;
- Your disability is due to alcohol or drug abuse;
- Your disability is due to stress, anxiety, depression or a nervous disorder unless a suitably qualified consultant certifies the condition;

- Your disability is due to backache or back related conditions where there is no physical or radiological evidence of a medical abnormality unless a suitably qualified consultant certifies the condition; or
- Your disability is due to normal pregnancy.

If your mortgage, rental agreement or loan has been in force for more than a month on the start date of the policy you are classed as an existing borrower.

If you are an existing borrower, you cannot claim for disability if this occurs (or you were notified of disability) in the 90 days following the start date of the policy, this is increased to 120 days following the start date of the policy if your monthly benefit is £1,000 or over.

The full details of disability cover are shown in the policy document.

## 10. When Claim Payments end

Claim payments stop on the date one or more of the following events occurs:

- Your unemployment or disability ends;
- We have paid all of the benefit payments due; or
- The policy automatically comes to an end (see section 12).

## 11. Duration of the insurance

Premiums will be collected on the 1st working day of each month and will provide cover for the calendar month in which they are collected.

## 12. When the policy automatically ends

The policy automatically ends when you die, you reach 65 years of age, you retire, the date on which all of the mortgages, rental agreements and loans insured on the policy come to an end, your home becomes the subject of repossession proceedings or your premium remains unpaid 30 days after it was due.

## 12. Cooling Off Period & Cancellation

You can cancel this insurance without charge within 30 days of either the date you receive your insurance documentation or the start date of the insurance, whichever is earlier.

After this, you can cancel the insurance at the end of any month by writing to us no later than seven days before the last day of the month.

We can cancel your cover by giving you 30 days notice.

## 13. Making a Claim

If you need to make a claim, please telephone us on 0845 365 3046.

Full details of how to claim are shown in the policy document.

## 14. Administration

The administrator for this policy is 3xd Limited who handle all matters (except the handling of claims) in respect of the insurance.

The claims handler for this policy is Sheraton Services.

## 15. Complaints

If you are unhappy about how the insurance was sold you should contact the intermediary who arranged your cover.

If you are unhappy about the administration of your policy you should contact our customer services team by telephone or in writing.

The address is: 3xd Limited  
PO Box 5733  
Southend-on-Sea  
SS1 2ZP

Telephone: 0845 365 3043

If you are unhappy about claims handling on your policy, you should contact the claims handler by telephone or in writing.

The address is: Sheraton Services  
9 Grove Business Park  
Atherton-on-Stour  
CV37 8DX

Telephone: 0845 365 3046

Your policy document shows the full complaints procedure including how to proceed if you remain unhappy once you have contacted your intermediary, the administrator or the claims handler.

## **16. Law and Jurisdiction**

Unless specifically agreed to the contrary this insurance shall be governed by the laws of England and subject to the exclusive jurisdiction of the courts of England.

## **17. Compensation**

If we are unable to meet our liabilities under this insurance you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). The first £2,000 of a claim is protected and 90% of the remainder of the claim will be paid. Further details can be obtained from the FSCS.

## **18. Data Protection & Disability Discrimination Act**

For the purposes of the Data Protection Act 1988, the data controllers in relation to any personal data you supply are 3xd Limited, Sheraton Services (a trading name of John Holman and Sons Limited) and Brit Insurance Limited.

In accordance with the Disability Discrimination Act 1995 we are able to provide upon request a text phone facility, audio tapes, large print documentation and Braille documentation. You should advise us if any of these services are required.

## **19. Other Information**

Brit Insurance Limited is authorised and regulated by the Financial Services Authority under registration number 202898.

3xd Limited is authorised and regulated by the Financial Services Authority under registration number 469379.

John Holman and Sons Limited is authorised and regulated by the Financial Services Authority under registration number 116602.

You can check this on the website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by telephoning the FSA on 0845 606 1234.

For our joint protection and for the use of quality control and staff training, telephone calls may be recorded and/or monitored.

**Important:** This summary does not contain the full terms and conditions of your insurance which are shown in the policy document. You will be provided with a copy of the policy document when you take out the cover. You should take time to read through the policy document to ensure that the full scope of cover meets your demands and needs.

If you would like a copy of the policy document before you take out the cover this can be provided by your intermediary or you can telephone us on 0845 365 3043 and we will send you a copy.

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