

## ABOUT MORTGAGE SECURE

### MORTGAGE PAYMENT PROTECTION INSURANCE – MONTHLY PREMIUM

#### POLICY SUMMARY

This document provides a summary of cover only. It does not contain the full terms and conditions of the policy which can be found in the policy document. It is essential that you read the full policy document to ensure that you understand the product purchased.

#### WHO IS THE INSURER?

The Insurer of this Policy is Hitachi Capital Insurance Europe Limited whose registered address is at 4th Floor, Marsh House, 25/28 Adelaide Road, Dublin 2 Registered in Republic of Ireland Number 156701.

The UK operating centre of Hitachi Capital Insurance Europe Limited is 2 Apex View, Leeds LS11 9BH.

#### WHAT IS MORTGAGE PAYMENT PROTECTION INSURANCE?

The policy will pay the amount you have declared as your mortgage or rental payments (plus any extra cover amount you have selected in respect of your regular outgoings) should you become unable to work as a result of unemployment and/or disability.

The benefit will be paid from day one or after any deferred period (30 or 60 days depending on the period chosen by you at the time of purchase).

#### ELIGIBILITY

You are eligible for any section of this cover provided:

- you have a UK residential mortgage or rental agreement to protect which is in your name
- at the start date you are working in the UK and have been so, continuously, for the previous 6 months
- you are permanently resident in the UK
- at the start date you are 18 or over and under 65
- you have paid or agreed to pay the premiums and your application has been accepted as evidenced by the issuing of the policy.

#### HOW LONG DOES THE MORTGAGE PAYMENT PROTECTION LAST?

Your policy is arranged on a monthly basis. You must pay your monthly premium each month. Each monthly premium covers you for one month. If your monthly premium has not been paid the policy will lapse and cover will cease from the date your monthly premium was due.

Your cover and any benefit being paid will end automatically on any of the following:

- your death
- your 65th birthday
- when your mortgage or rental agreement ends
- on the day all amounts are paid to the lender under your mortgage agreement
- you do not pay your monthly premium due on this insurance
- you are 3 months behind with your monthly repayment under your mortgage
- the date you permanently retire from work

#### WHAT ARE THE BENEFITS OF MORTGAGE PAYMENT PROTECTION?

The classes of cover and benefits of this policy are as follows and will be paid after any deferred period (30 or 60 days depending on the period chosen by you at the time of purchase).

#### Unemployment

This policy will pay 1/30th of the mortgage or rental agreement monthly repayment plus other regular outgoings (if selected) for each day of absence from work after the deferred period. The maximum payable is 24 months in any one claims period.

#### Disability

This policy will pay 1/30th of the mortgage or rental agreement monthly repayment plus other regular outgoings (if selected) for each day of absence from work after the deferred period. The maximum payable is 24 months in any one claims period.

#### Unemployment and Disability

This policy will pay 1/30th of the mortgage or rental agreement monthly repayment plus other regular outgoings (if selected) for each day of absence from work after the deferred period. The maximum payable is 24 months unemployment benefit and 24 months disability benefit in any one claims period.

#### WHAT AM I NOT COVERED FOR UNDER MORTGAGE PAYMENT PROTECTION?

There are some situations that you are not covered for and full details are found in the policy document.

#### GENERAL EXCLUSIONS

We will not pay any monthly benefit if you are unable to work due to:

- normal pregnancy and childbirth related conditions
- HIV (Human Immunodeficiency Virus) and/or any other HIV related illness including AIDS (Acquired Immune Deficiency Syndrome)
- alcohol or drug abuse
- any civil unrest, terrorism, nuclear radiation or contamination from nuclear waste or any related event, or any act related to war

We will not pay any monthly benefit:

- if you have not paid your premium
- if you do not tell us about your claim for disability or unemployment within 120 days of the event

#### Unemployment Exclusions

- any future unemployment which you were aware of at your policy commencement date
- if you receive notification of unemployment within the first 60 days of your policy commencement date
- expiry of fixed term employment
- seasonal occupations
- when you have not been in continuous work for 6 months
- unemployment which is in any way voluntary
- any deferred period selected at the time of purchase of the policy

### **Disability Exclusions**

- any condition, injury or sickness which is present within 12 months of the start date
- stress, anxiety or any mental disorder unless there is additional medical evidence
- backache and related conditions unless there is additional medical evidence
- self-inflicted injury or condition
- any disability that occurs while you are working outside the United Kingdom
- any deferred period selected at the time of purchase of the policy

### **WHAT HAPPENS IF I TAKE OUT THE COVER THEN CHANGE MY MIND?**

You have the right to cancel this policy within 30 days of the start date without financial penalty provided you have not made a claim.

We will not refund any monthly premium if you cancel the policy more than 30 days after the start date.

You may cancel this insurance by cancelling your direct debit at any time during the life of this insurance. We reserve the right to withdraw cover should any monthly premium not be met within 14 days of its due date.

You may write to the Scheme Administrator requesting the policy is cancelled and your cover will end on the date we receive your request.

We can withdraw, terminate or cancel the policy by giving you 60 days written notice. This will not affect your right to receive monthly benefit for any unemployment or disability which occurred before the cancellation date.

### **HOW DO I MAKE A CLAIM?**

You should telephone the claims line number 0845 2410943, or write to the Claims Administrators: CONNECTmi Limited 4th Floor, 75-77 Cornhill, London EC3V 3QQ. You should fill in the claim form carefully, following the instructions given.

### **HOW DO I MAKE A COMPLAINT?**

If you have a complaint about the way in which this policy was sold please contact the agents that sold you the policy and they will be able to provide you with their complaints procedure.

Any complaint you may have about this contract should be communicated in the first instance to The Scheme

Administrator, Advent Solutions Management Limited, 4th Floor, 75-77 Cornhill, London EC3V 3QQ, Telephone 0845 241 0944

Please be ready to quote your reference number so that your complaint may be dealt with promptly.

If you are still not satisfied with the way we have dealt with your complaint you should write to: The Managing Director, C/O Hitachi Capital Insurance Europe Limited, 2 Apex View, Leeds LS11 9BH, who will arrange for an investigation to be carried out into your complaint.

In the unlikely event that the complaint is still not resolved to your satisfaction, you may refer to the Financial Ombudsman Service whose address is South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone number 020 7962 1000. Please note you have six months from the date of our final response in which to refer your complaint to the Financial Ombudsman. Referral to the Ombudsman will not affect your right to take legal action against us. None of the above affects any right of legal action you may have.

### **WOULD I RECEIVE COMPENSATION IF THE INSURER WERE UNABLE TO MEET ITS LIABILITIES?**

Hitachi Capital Insurance Europe Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if Hitachi Capital Insurance Europe Limited cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim without any upper limit. Further information about the compensation scheme is available from the Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers, Portoken Street, London E1 8BN. Telephone number 020 7892 7300 or fax 020 7892 7301, or visit their website at [www.fscs.org.uk](http://www.fscs.org.uk).

### **TAX**

Payment of disability or unemployment benefit may, in some circumstances, affect your right to state benefits. Further details are available upon request.

### **LAW**

This insurance is subject to the non-exclusive jurisdiction of the English courts. If you live in Scotland or Northern Ireland the insurance is subject to the jurisdiction of the courts of the country you live in.