

Over 50s Life Insurance

Policy Wording



CHUBB®

Contact Us

Calls made to both Chubb and/or UIB may be recorded and / or monitored for training and quality purposes.

Customer Services and Complaints are handled by Union Income Benefit Holdings Ltd (UIB) who arranged this insurance for you.

You can contact UIB's Customer Service Department.

Customer Services

Telephone: 0343 178 1255

Email: customercare@uibuk.com

Address:

Customer Services

Union Income Benefit Holdings Ltd

154 - 160 Fleet Street, Blackfriars, London,
EC4A 2DQ

Telephone lines open: Mon to Fri 9.00 a.m. to 6.00 p.m.

For your protection calls may be monitored and recorded.

Claims

Claims are handled by Chubb Life Europe SE (Chubb) who are the insurer. In the event of needing to make a Claim, claimants should:

Telephone: 0800 519 9955

Email uk.claims@chubb.com

By post to:

Chubb

The Sentinel Building,

103 Waterloo Street,

Glasgow,

G2 7BW,

United Kingdom

Telephone lines open: Mon to Fri 8.30 a.m. to 5.30 p.m.

For your protection calls may be monitored and recorded.

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Insurance Agreement

Thank you for choosing this Over 50s Life Insurance **Policy** which is underwritten by Chubb Life Europe SE. For full details of Cover see page 6.

Chubb Life Europe work with Union Income Benefit Holdings Ltd to bring **You** this insurance. Union Income Benefit Holdings Ltd (**UIB**) is authorised and regulated by the Financial Conduct Authority, register number 307575. **UIB** is part of the Embignell Group of Companies. **UIB's** permitted business includes advising, arranging, and administering insurance contracts. This can be checked on the FCA Website www.fca.org.uk.

This **Policy** pays a **Benefit** in accordance with this **Policy** wording in the event of **Your** death. **You** will pay the premium as agreed. The **Policy Schedule** and this **Policy** wording constitute the full terms and conditions of **Your Policy** with **Us**. It is important that **You** read them carefully to understand how **You** cover works and then keep the documents in a safe place. If any of **Your** information included in the **Policy Schedule** is incorrect, **You** should notify **UIB** immediately using the details on Page 2 as this could affect the **Policy** cover in the event of a **Claim**. **We / UIB** will then correct any incorrect information and issue a corrected **Policy Schedule** to **You**.

You may wish to tell **Your** intended beneficiaries about this **Policy** so that they are aware of it in the event of **Your** death.

This is a single life **Policy** for **You**. If **You** have a spouse or partner who would also like cover, they would need to take out a separate policy in their own name. Please see Eligibility section on this page.

Demands and Needs

This policy meets the demands and needs of persons aged between 50 to 80 inclusive, who want to leave a financial benefit following their death to their loved ones.

Important Notes

Providing information to You

When **Your** cover commences, **You** will be provided with a copy of the **Policy** Summary, together with this **Policy** wording and **Policy Schedule**.

Eligibility

To take out cover under this **Policy**, **You** must

- Be between 50 and 80 years old inclusive, at the

Start Date;

- Be a resident in the **United Kingdom** and have a **United Kingdom** bank account; and
- Provide **Your** smoker status.

Your Obligations

- **You** need to provide **Us** with accurate and complete information when **You** apply for **Your** Over 50s Life Insurance **Policy**.
- **You** need to pay the premiums when they are due.
- **You** must notify **Us** of **Your** new address if **You** move house. If you move overseas, **Your** **Policy** can continue provided **You** have a **United Kingdom** Bank Account and accept that communication with **UIB / Us** will be by email, however you should be aware there may be other (e.g. tax) implications.

Policy Definitions

Certain words in this **Policy** have a specific meaning. They have this specific meaning wherever they appear in this **Policy** and are showing by using bold black text and a capital letter. All **Policy** definitions are applicable to this **Policy** as a whole and are detailed on Page 9 of this **Policy** wording.

Making a Claim

To make a **Claim**, it is important to contact Chubb Life Europe as soon as possible on 0800 519 9955 or email uk.claims@chubb.com or by post to Chubb, The Sentinel Building, 103 Waterloo Street, Glasgow, G2 7BW, United Kingdom.

We will explain the **Claims** procedure. Before **We** can pay a **Claim** **We** need to assess it. To do this, **We** will ask for some important information. If **We** ask for information from third parties, **We will** pay for it. To pay a claim, **We** require:

- A copy of **Your** Death Certificate;
- Evidence of **Policy** ownership;
- Evidence of **Your** Date of Birth (A copy of Birth Certificate, Driving License or Passport);
- Conversations with, and reports from, third parties such as coroners, medical practitioners, and the police (as appropriate);
- Copy of photographic ID of the beneficiary.

Please be aware that the information **We** may need, may change over time.

When **We** assess a **Claim**, **We** rely on the information **We** are given. If any of the information is found to be untrue or incomplete and would have affected whether **We** paid a **Claim** or not, **We**

may not pay the **Claim**. If **We** accept a **Claim**, **We** will make any relevant payment. Once a **Claim** is accepted and paid, the **Policy** will end.

Smoking Status

If **You** declare **You** have not used tobacco, e-cigarettes or nicotine replacement products in the 24 months prior to **Your** application, then **You** are considered to have non-smoker status.

At the point of **Claim**, if medical records confirm that declarations made by **You** when **You** applied for cover were incorrect, **We** reserve the right to adjust the benefit payment based on the correct status that would have applied at the time of **Your** application based on **Your** chosen premium.

Date of Birth

At any time, if **Your** date of birth is wrong, **We** will base the **Claims** payment on the correct date of birth. If with the correct date of birth, **You** would not have been eligible for a **Policy**, **We** will cancel **Your Policy** and refund any premiums without interest. **You** or any claimant will be notified.

Sanctions

Chubb Life Europe SE is a subsidiary of a US company. As a result, Chubb Life Europe SE is subject to certain US laws and regulations in addition to EU, UN and national sanctions restrictions which may prohibit it from providing cover or paying claims to certain individuals or entities or insuring certain types of activities related to certain countries such as Iran, Syria, North Korea, Crimea Region and Cuba.

This insurance **Policy** does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit **Us** from providing insurance, including, but not limited to, the payment of **Claims**.

Cover and Benefits

Cover

This is an Over 50s whole of life insurance **Policy**. The **Policy** will pay out an amount in the event of **Your** death at any time. The amount of **Benefit** payable will depend on the timing and cause of death – see 'Benefits' section below. Full cover is only available 24 months after the **Policy** start date. This is known as the **Moratorium** period. For cover to be maintained, **You** need to pay **Your** premiums throughout the premium term in accordance with the terms and conditions. Please refer to 'Paying Your Premiums' section. If a successful claim is made, once the claim has been settled, **Your Policy** will end, and no further premiums will be payable or collected.

Why is there a Moratorium?

Because we don't ask our policyholders to answer any health-related questions when they take out the cover, a moratorium exists to prevent customers with known pre-existing conditions, including terminal illnesses, taking out cover, and making immediate claims.

BENEFITS	
Death within 24 months of Policy Start Date	
Benefit Sum Payable	Benefit Sum Payable
Accidental Death (*apart from exclusions noted below)	Full Benefit as stated in the Policy Schedule
<ul style="list-style-type: none"> • Death by self-inflicted injury, including intentionally taking your own life • Death as a result of participating in hazardous pursuits (Meaning engaging in private aviation, parachuting, motor sports (including motorcars, motorcycles and speedboats), underwater diving, caving/ potholing or mountaineering (other than hill walking, trekking, abseiling or artificial wall climbing) • Death as a result of committing or participating in a criminal act • Death as a result of war (whether declared or not), riot or civil commotion) • Death as a result of taking illegal drugs • Death as a result of consumption of alcohol such that it results in mental or physical impairment which causes the Accident or results in you doing something you would not normally do without the influence of alcohol. 	Return of premium(s) paid
Death by any other cause (eg natural causes)	Return of premium(s) paid
Death on or after 24 months of Policy Start Date	
Death by any cause	Full Benefit as stated in the Policy Schedule

Paying Your Premiums

You need to pay **Your** premiums throughout the premium term. The premium term will be confirmed in Your **Policy Schedule** and will be for a maximum of 30 years, or until the **Monthly Due Date** immediately prior to **Your** 90th birthday, whichever is earlier. In the event of death before the premium term ends and following notification to **Us**, premium collections will cease, and the relevant **Benefit** will become payable.

We show the premium **You** will pay, the date the first and subsequent premiums will be due and the last premium due date in the **Policy Schedule**.

Premiums will be collected by Direct Debit by **UIB**. If **UIB** are unable to collect a premium, they will notify **You**. If premiums remain unpaid after 60 days, **Your Policy** will lapse, no premiums will be refunded and no **Benefit** will be payable. If **You** make a claim during this 60 day period, **We** will deduct the unpaid premium from the **Benefit We** pay.

Your Policy Schedule shows **You** the maximum amount of premiums **You** could pay under this **Policy**. Depending upon **Your** age when **You** take out the Policy and the age at which **You** die, **You** could pay more in premiums than **You** receive back in **Benefit**.

Premium limits

The number of Over 50s Insurance **Policies You** can hold through Chubb Life Europe SE is limited to a total maximum monthly premium of £100 per Policyholder and subject to a maximum benefit of £25,000 across all **Policies**. **We** will seek to prevent **You** from exceeding this limit. If any **Policies You** take out exceed this limit, **We** will cap the maximum premium to £100 and will calculate the **Benefit** payable based on this premium. If this happens, **We** will refund the excess premiums paid, without interest.

- See also 'Increasing Cover' section on this page.

The minimum monthly premium is £10 per **Policy**.

When Cover Starts and Ends

Cover will begin on the **Start Date**.

This will be shown on **Your Policy Schedule**. This **Policy** will cease on Midnight on the day that one of the following events occurs:

- **You** stop paying the premiums due for this **Policy** and your **Policy** lapses; or
- The date of Your death, once notified to **Us**.
Note: This event will trigger a **Claim**.

Policy Fulfilment

Policy documentation will normally be issued electronically by email, so please check **Your** inbox. If **You** do not appear to have received **Your** documentation, please check **Your** Junk folder, in case it has automatically been delivered there. **You** can always request paper copies to be sent to **Your** home address. Please contact **UIB** if **You** want to receive paper copies.

Changes to Your Cover/Policy

Increasing Cover

Once a **Policy** is set up, **You** cannot increase the Benefit amount or premiums under the same **Policy**. **You** can however buy further **Policies** subject to the overall monthly premium cap on premiums paid across all **Policies** of £100 per month (as per 'Premium limits' section above). Each additional new **Policy** will be subject to its own initial 24-month **Moratorium** period as set out in the 'Your Benefits' section.

Your Benefit and additional premium payable for the additional **Policy** will be rated based on **Your**

age at the date the additional **Policy** is started. **Your** total premiums payable will be adjusted accordingly.

Decreasing cover and Reducing Your Monthly payment.

If **You** cannot afford to keep up **Your** premium payments over the long-term, **You** can reduce **Your** monthly premiums, provided **Your** reduced premiums are at or above the minimum monthly premium of £10 per **Policy**. **We** will adjust **Your Benefit** amount accordingly and will provide **You** with a new **Policy Schedule**. There will be no refund of any premiums paid prior to the point the Benefit/premium is reduced.

Multiple policies

If **You** wish to decrease **Your** premiums and **You** hold more than one **Policy You** must specify which **Policy(ies)** premiums **You** wish to reduce.

Note: To help you decide which **Policy** to reduce premium on, be aware that **Policies** set up more recently (i.e. started at older ages) will cost more per £ of **Benefit** than earlier policies.

Changes to Your Personal Details

You need to let **Us** know if **Your** personal or contact details change. Any correspondence **We** send **You** will be sent to the last known contact details **We** hold on **Our** records for **You**. It is important to note that it is **Your** responsibility to keep **UIB** and **Us** informed of any change to **Your** contact details during the time **You** have a **Policy** with **Us**.

Moving Abroad

If **You** move abroad, **You** can retain **Your Policy** providing that **You** still have an active UK bank account, and premiums continue to be paid from that account. All communication will be by e-mail.

Changes We might make to Your Policy

We may make fair and reasonable changes to these Terms and Conditions. **We** will only do this if:

- i) The revised terms are more favourable to **You**; or
- ii) If there are any relevant changes in legislation, regulation or taxation that **We** are required to comply with.

If **We** wish to make changes, **We** will inform **You** in writing at least 60 days in advance of any changes being made.

General Conditions

Bank Charges

Unless as a result of an error **We / UIB** will not be liable for any bank charges **You** may incur in respect of Direct Debit payments for your **Policy**.

We will not be liable for any charges applied by the receiving bank for any transactions made in relation to payment of a **Claim**.

Choice of Law

This **Policy** will be governed by and construed in accordance with the laws of England and Wales and the English Courts alone will have jurisdiction in any dispute. All communication in connection with this **Policy** will be in English.

Compliance with Policy Requirements

You must comply with all applicable terms and conditions specified in this **Policy**. If **You** do not comply, **We** reserve the right not to pay a **Claim**.

Third Party Rights

The Contracts (Rights of Third Parties) Act 1999, or any amendment to it will not apply to this **Policy**. Only **You** and **We** can enforce the terms of this **Policy**. No other party may benefit from this contract as of right. This **Policy** may be varied or cancelled without the consent of any third party.

Misrepresentation and Non -Disclosure

You and any claimants must ensure that all the information provided to **UIB/ Us** in the application process, by correspondence, over the telephone, on claim forms and in other documents is true, complete, and accurate. Please note that providing incomplete, false, or misleading information could result in **Your** cover under this **Policy** being terminated and may mean that all or part of a **Claim** may not be paid.

You acknowledge that **We** have offered the **Policy** and calculated the premium using the information which **UIB /We** have asked for and **You** have provided, and that any change to the responses provided may result in a change in the terms and conditions of the **Policy** and/or a change in the premium.

Interest

No sum payable by **Us** under this **Policy** will carry

interest unless payment has been unreasonably delayed by **Us** following receipt of all the required certificates, information, and evidence necessary to support the **Claim**. Where interest becomes payable by **Us**, it will be calculated only from the date of final receipt of such certificates, information, or evidence.

Taxation

The proceeds of this **Policy** will form part of **Your** Estate on **Your** death. Based on **Our** current understanding of HMRC guidelines, any money paid to **Your** Estate will be free of Capital Gains or Income Tax. However, **You** should note that, as part of **Your** Estate, the money received could be subject to Inheritance Tax, depending on the tax regulations in force at that time. **You** may wish to discuss how to mitigate any tax liability with **Your** solicitor or tax adviser, such as placing the **Policy** in an appropriate Trust. Any tax **Your** Estate may be required to pay will depend upon **Your** individual circumstances and the value of **Your** Estate at time of death.

It is important to note that tax regulations may change in the future. Whilst **We** are not currently anticipating any changes, should the Government apply any form of taxation to the premium in future, **We** have the right to amend **Your** premium. **We** will notify **You** in advance of any changes which may affect **Your Policy** in accordance with the 'Changes we might make to Your Policy' section on page 7.

Cancelling your Policy

30 Day Cancellation Right ('Cooling off' period)

If for any reason, **You** are not satisfied with this **Policy**, **You** may, within 30 days of receiving **Your** **Policy** documents, contact **UIB** and **UIB** will cancel it. If this happens, the **Policy** will have provided no cover and **UIB** will refund any premiums **You** have paid.

Cancellation after 30 days

If **You** want to cancel **Your Policy** 30 days or more after **You** received **Your Policy** documents, **You** must contact **UIB** who will cancel it on the last date of the month in which **Your** last monthly premium was paid. If **You** decide to cancel **Your Policy** after the first 30 days, **You** will not be entitled to any refund of premiums **You** have paid up to that point.

UIB's contact details are:

- by email to customercare@uibuk.com
- by telephone on 0343 178 1255

(Mon to Fri 9am - 6pm)

- by writing to UIB Customer Services, 54 - 160 Fleet Street, Blackfriars, London, EC4A 2DQ

Please be aware that both **We/UIB** may monitor or record telephone calls.

Cancellation for non-payment of Premiums

As detailed in 'Paying **Your** Premiums' on Page 6, **Your Policy** will lapse if **You** do not pay the premiums when due.

Complaints Procedures

We/UIB are committed to providing a high-quality service and want to maintain this at all times.

If **You** have a complaint about the sale or provision of this insurance, please contact **UIB**:

- by email to customercare@uibuk.com
- by telephone on 0343 178 1255 (Mon to Fri 9am - 6pm)
- by writing to **UIB** Customer Services, 154 - 160 Fleet Street, Blackfriars, London, EC4A 2DQ

In the event of dissatisfaction with **Our** claims service, please contact **Us**, quoting the **Policy** details, so that **We** can deal with the complaint as soon as possible. **Our** contact details are:

The Customer Relations Manager, The Sentinel Building, 103 Waterloo Street, Glasgow, G2 7BW, United Kingdom
Phone +44 (0) 800 519 8026
Email customerrelations@chubb.com

You may be able to approach the Financial Ombudsman Service for assistance if there is dissatisfaction with **Our/UIB** final response or after eight Weeks from making the complaint if not resolved satisfactorily. Any approach to the Financial Ombudsman Service must be made within six months of **Our/UIB** final response. Contact details are given below. A leaflet explaining the procedure is available on request.

by post: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR

by telephone: +44 (0) 800 023 4 567 (Monday to Friday – 8am to 5pm, Saturday – 9am to 1pm) Calls are free from a UK landline or mobile.

Or +44 (0) 300 123 9 123

Calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs.

Email

complaint.info@financial-ombudsman.org.uk

Website www.financial-ombudsman.org.uk

Following this complaints procedure does not affect **Your** statutory rights relating to this **Policy**. For more information about statutory rights, **You** should contact Citizens Advice.

Policy Definitions

Accident and Accidental

A sudden identifiable violent external event that happens by chance and which could not be expected, and which occurs after **Your Policy** starts.

Benefit

The maximum amount **We** will pay out in the event of **Your** Death. This is shown on Your **Policy Schedule**.

Claim

The process of requesting **Benefit** to be paid in the event of death of the **Policyholder**.

Moratorium

A period of 24 months from the **Policy Start Date** during which time the full Benefit will only be payable in the event of Accidental Death. The moratorium ends on the 2nd Policy Anniversary.

Policy, Policies

The Over 50s Life Insurance cover.

Policy Anniversary

The same date as the **Policy Start Date** in each subsequent year.

Policyholder

The person named in the **Policy Schedule**.

Policy Schedule

The document issued to **You** by **UIB** detailing **Your Policy** cover and other important information.

Start Date

The date specified in the **Policy Schedule** showing when **Your Policy** will start.

UIB

Union Income Benefit Holdings Ltd.

United Kingdom

England, Scotland, Wales, and Northern Ireland (excluding Channel Islands and Isle of Man).

We, Our, Us

Chubb Life Europe SE

You, Your

The **Policyholder**

Our regulators

Chubb Life Europe SE (CLE) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members' liability is limited. CLE is headquartered in France and governed by the provisions of the French insurance code. Risks falling within the European Economic Area are underwritten by CLE, which is authorised and regulated by the French Prudential Supervision and Resolution Authority (4 Place de Budapest, CS 92459,75436 Paris Cedex 09, France). Registered company number: 497 825 539 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €6,127,501.

CLE's UK branch is registered in England & Wales. Establishment address: 40 Leadenhall Street, London EC3A 2BJ. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority website (FS Register number 820989).

Solvency & Financial Conditions

Report

Solvency 2 rules require Us to provide You with a link to the Solvency & Financial Conditions Report (SFCR) for Chubb Life Europe SE as insurer of Your Over 50s Insurance Policy. Our SFCR is available at the following Chubb website address: <https://www.chubb.com/uk-en/about-Us/europe-financial-information.html>

Financial Services Compensation Scheme

In the unlikely event of **UIB/Us** being unable to meet our liabilities, **Policyholders** in the UK, may be entitled to compensation under the Financial Services Compensation Scheme. Further information can be obtained from the

Financial Services Compensation Scheme at the following address:

Financial Services Compensation Scheme
PO Box 300
Mitcheldean
GL17 1DY
Phone 0800 678 1100 or
(international) + 44 207 741 4100
Lines open Monday-Friday, 9am – 5pm,
excluding public holidays
On-Line Form: <https://claims.fscs.org.uk/>
Website: www.fscs.org.uk

Data Protection

Data Protection: The Personal Information You Provide to Us

Both **UIB** and **We** will use personal information which **You** supply to **Us / UIB**, in order to write and administer this **Policy**, including any claims arising from it.

This information will include basic contact details such as **Your** name, address, and **Policy** number, but may also include more detailed information about **You** that are relevant to **Your Policy** (for example, **Your** age and smoker status, health, details of assets, **Claims** history) where this is relevant to the risk **We** are insuring, services **We/UIB** are providing or to a **Claim You** are reporting to **Us**.

We are part of a global group, and **Your** personal information may be shared with our group companies in other countries as required to provide coverage under this **Policy** or to store **Your** information. **We** also use a number of trusted service providers, who will also have access to **Your** personal information subject to **Our** instructions and control.

You have a number of rights in relation to **Your** personal information, including rights of access and, in certain circumstances, erasure.

For more information **We** strongly recommend **You** read our user-friendly Master Privacy Policies online: Chubb Master Privacy Policy - www.chubb.com/uk-en/footer/privacy-policy.html

UIB Privacy Policy - www.embignell.com/privacy-policy

You can ask **Us** for a paper copy of the Privacy Policy at any time, by contacting **Us** at <mailto:dataprotectionoffice.europe@chubb.com> or **UIB** at dataprotection@embignell.com

