

Key Features of Guaranteed Lifelong Protection

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Explaining what's important

The Financial Conduct Authority is a financial services regulator. It requires us, Aviva, to give you this important information to help you to decide whether our Guaranteed Lifelong Protection is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

Its aim

- To pay a guaranteed cash sum when you die.

In the event of an **accidental death**, we'll pay the full life insurance amount if death occurs within the first year and double the life insurance amount if death occurs on or after the first anniversary of the plan.

If you die from **other causes**, we'll pay an amount equal to what you've paid in premiums if death occurs within the first year and the full life insurance amount if death occurs on or after the first anniversary of the plan.

Your commitment

- To pay regular premiums for a specific term or until you die, if earlier.
- You'll either pay for 30 years, or until the plan anniversary after your 90th birthday, whichever comes first.

Risks

- The plan has no cash-in value at any time.
- Depending on how long the plan runs, the amount paid out on your death may be less than the total amount you have paid in premiums.
- The cash sum is fixed, so inflation will reduce the value of the payout in the future.
- If you stop paying the premiums when due, you won't get any benefits for the amount you've already paid.
- If you die within the first year and your death is caused by anything other than a fatal accident, you will not receive the life insurance amount. Instead, we will pay an amount equal to the premiums paid.

Questions and answers

What is Guaranteed Lifelong Protection?

- It's a life insurance plan that pays out a guaranteed cash sum when you die.
- Only one person can be covered by the plan. The plan holder must be aged between 50 and 80 at the start.

How flexible is it?

- The plan isn't designed to be flexible. You can't alter it once it's started.

What other benefits can I choose?

- As this product is only designed to provide life insurance, there are no other benefits available through this plan.

When will the plan not pay out?

We won't pay out the accidental death benefit if a claim results from any of the following:

- Your participation in a criminal act.
- A self-inflicted injury, alcohol or drug abuse.
- Flying, except as a passenger in a commercially licenced aircraft.
- Your engagement in certain hazardous pursuits.
- Your participation in a war, civil commotion or riot.
- Or whilst you are living outside Europe, the USA, Canada, Australia or New Zealand.

You can find full details of exclusions in the Plan Conditions.

What will my premiums be?

- You choose the premium. The minimum is £7 a month; the maximum £50 a month.
- You pay monthly by direct debit.
- Your life insurance amount is based on a number of factors. These include:
 - The premium you choose
 - Your age

Can my premiums change in the future?

- No. Your premiums will always stay the same.

Can I have more than one plan?

- Yes, but you are restricted to a total monthly premium of £100 across all your Guaranteed Lifelong Protection Plans taken out after 25/01/2010. Any plans issued before 25/01/2010 are not taken into account when applying this limit.

What happens if I stop paying?

- If you stop paying regular premiums before the end of the premium term, your plan and cover will end 30 days after the date the last premium was due. You won't get back any premiums you've paid.

Can I cash in my plan?

- The plan has no cash-in value at any time.

What about tax?

- We pay tax on our insurance funds at the rate that applies to life insurance companies.
- Under the current tax rules, the cash sum paid on death is free from personal liability to income tax and capital gains tax.
- On your death, inheritance tax may be payable on the cash sum unless you put your plan in trust. For details of our trusts, please ask for an explanatory booklet.
- Tax rules may change. If you are unsure about your tax position, you should speak to a financial adviser. They will be able to assess your situation and give you suitable advice.

Can I change my mind?

- You can change your mind within 30 days from the later of:
 - The day we tell you that the contract has started
 - The day you receive the contract
- If you change your mind within 30 days and don't want the plan, we will give you your money back.
- Your plan will continue if we don't receive your cancellation notice within 30 days.
- The cancellation notice includes the address you must send it to if you change your mind about the plan.

Will I get regular updates on my plan?

- As the cash sum on death is guaranteed, you won't receive updates.

How to contact Aviva

- If you've got any questions at any time, you can phone or write to us.



Call us on **0800 404 6049**

Monday to Friday, 8am - 8pm

Saturday, 9am - 5pm

Sunday, 10am - 4pm

Outside of these hours, you can use the same

number and leave a message on our answer phone.

We may monitor calls to improve our service.



Email: dir.pts@aviva.co.uk



Office address:

Aviva

PO Box 520

Norwich

NR1 3BR

How to make a claim

- To make a claim, please contact Aviva Life Claims Department on **0800 015 1142**.

Other information

How to complain

- Please write to us first with your complaint at the address given above. If you're not satisfied with our response you can complain to:

Investment Division
Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Tel: 0845 080 1800

This won't affect your legal rights.

Terms and conditions

- This Key Features document only gives a summary of our Guaranteed Lifelong Protection plan. It doesn't include all the terms and conditions.
- The Plan Conditions give full terms and conditions. If you would like a copy, please ask us.
- We won't be liable to pay any benefit until we've received your complete application and Direct Debit instruction.

Law

- The law of England will apply in legal disputes and all documents will be written in English.
- Aviva will always write and speak to you in English.
- We're regulated by the Financial Conduct Authority (FCA):

The Financial Conduct Authority
25 The North Colonnade
Canary Wharf
London
E14 5HS

- We're also regulated by the Prudential Regulation Authority (PRA):

20 Moorgate
London
EC2R 6DA

Potential conflicts of interest

- Occasions can arise where Aviva plc group companies, or their appointed officers, will have some form of interest in business which is being transacted.
- If this happens, or the Aviva Group becomes aware that its interests, or those of its officers, conflict with your interests, we will take all reasonable steps to manage that conflict of interest, in whatever manner is considered appropriate in the circumstance. This will be done in a way which ensures all customers are treated fairly and in accordance with proper standards of business.

Compensation

- The Financial Services Compensation Scheme covers your plan. If Aviva becomes insolvent and we are unable to meet our obligations under this plan, the scheme may cover you for 100% of the total amount of your claim. For further information, see www.fscs.org.uk or telephone 0800 678 1100 or 020 7741 4100.

Client Classification

- The FCA has defined three categories of customer. You have been classed as a 'retail client', which means that you'll be provided with the highest level of protection provided by the FCA rules and guidance.

