

Personal Accident Insurance

Insurance Product Information Document



Company: Aviva Insurance Limited

Product: Hospital Cash Plan

Registered in Scotland No. 2116. Registered office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 202153.

This is a summary of our insurance policy. All the terms and conditions (along with other important information) will be contained on our website and in the policy documents.

What is this type of insurance?

Aviva Hospital Cash Plan Insurance is designed to pay a fixed daily benefit if an insured person has to stay in a UK hospital as an inpatient for treatment which is medically necessary, as a result of injury or illness.



What is insured?

- ✓ £50 for every 24-hour period you're in a UK hospital for treatment that's medically necessary – up to £18,000 per person

Optional cover

- You can choose to add your partner and/or your children to this insurance



What is not insured?

- ✗ A stay in hospital for an illness, sickness or disease that you knew about (or were awaiting diagnosis of) in the 24 months immediately prior to the day your insurance starts – this exclusion will not apply when you have been without treatment for the illness, sickness or disease for a continuous period of 24 months after the start of your insurance
- ✗ Hospitalisation in a psychiatric ward or a nursing, convalescent or residential care home, rehabilitation centre or any establishment used primarily for the treatment of alcohol or drug addiction – or any similar wards/units within a hospital that provide any of these services
- ✗ Any claim resulting from:
 - attempted suicide or deliberate self-inflicted injury
 - cosmetic surgery or any other treatment that a doctor does not confirm is medically necessary
 - use of drugs
 - being in control of a motor vehicle and acting in a dangerous or reckless manner, or drink or drug driving
 - participation in any sport as a professional sportsperson (including practice and training)



Are there any restrictions on cover?

- ! Cover is available as long as you are aged 18 and over and under 70
- ! Your main private residence must be in the UK
- ! If you choose to add cover for your partner, they must also be aged 18 and over and under 70 – and live with you
- ! If you choose to add cover for your children, they must be aged 6 months and over and under 24 – and live with you or their other parent in the UK



Where am I covered?

- ✓ This policy will cover you in any UK hospital



What are my obligations?

- You must take reasonable care to give us complete and accurate answers to any questions we ask
- You must tell us about any changes to the information on the schedule
- You must tell us if your main private residence is no longer in the UK
- You must pay your monthly premiums on time
- In the event of a claim you must provide us with all information and evidence we reasonably request
- You must tell us if any insured person no longer meets the eligibility criteria.



When and how do I pay?

Premiums are paid monthly by Direct Debit – the amount will be shown on your schedule.



When does the cover start and end?

Cover starts immediately and continues until your 70th birthday as long as you continue to pay the premiums – unless you die, move abroad or the policy is cancelled by you or us.

For more information, see the ‘When this insurance will end’ section of the Policy Booklet.

Your policy runs continuously. You don’t need to renew this insurance – but we will write to you annually to remind you of the benefits.

You should review your circumstances on a regular basis and consider whether this insurance continues to meet your needs.



How do I cancel the contract?

You have the right to cancel the policy at any time.

If you cancel within 14 days of purchase (or on the day you receive the policy documents, if that’s later), we’ll refund any money paid – providing no claim has been made. If you have made a claim and then cancel within this period, you will receive a refund for the premium paid less a proportionate deduction for the time we have provided cover. If you cancel after the 14-day ‘cooling off’ period, you will receive a refund for any advance premium paid less a proportionate deduction for the time we have provided cover. If any premium is due up to the date of cancellation, we will collect this on the date outlined in your cancellation letter.

To cancel, call 0800 158 3993 or write to us at Aviva, PO Box 3553, Norwich NR1 3DA.