

Simple Life Insurance Policy Summary



Keep this document safe

This summary gives you an overview of what a **Simple Life Insurance** policy is. It isn't the full details. We'll start with the basic information on the next page, then give you more detail in the rest of the document.

For the full terms of the policy, have a look at the separate document, called the '**policy conditions**'.

If you buy this policy, we'll send you a third document – the '**policy schedule**'. This will be personalised to you, so it'll show you what's included in your particular policy.

The basics

Money if you die

If you die while you have a Simple Life Insurance policy, we'll pay out a lump sum.

This policy includes terminal illness cover. This pays you a lump sum if you're diagnosed with a terminal illness.

Because the policy relates to your health, when you apply you'll have to answer some questions about your health and lifestyle – fully, truthfully and accurately. If you don't, we may amend or cancel your policy, or we may not pay a claim.

You need to regularly review the cover you've got to make sure it still meets your needs.

This isn't the kind of policy that you can 'cash in' – so you don't get any money if you cancel it.

Choose how much we pay and how we pay it

You can choose the amount of money we pay – this is called your cover amount.

You can also choose how long you want your policy to last – this period is your policy term. This is important because if any of the things we talk about in this summary happen outside the policy term, we won't pay anything.

During the policy term you pay us money every month – your premium. If you stop paying your premiums or cancel the policy, you won't be covered, and you won't get any money back.

Choose who we cover

You can choose to cover one person or two people - a single policy or joint policy. If you want to, you can use your policy – single or joint – to cover someone else. But in this summary, we assume you are the policyholder and are using it to cover yourself.

Your cover and premiums

To get a Simple Life Insurance policy, at the time you complete the application, both you and the life covered must:

- be in the UK, the Channel Islands, the Isle of Man or Gibraltar, with a legal right to live in that jurisdiction, and
- consider your main home as being in the UK, the Channel Islands, the Isle of Man or Gibraltar and have no current intention of moving anywhere else permanently.

For more information on this, have a look at the eligibility section in your policy conditions. Your policy term can be between one and 40 years, either in whole years or before you reach age 71.

Life cover

With life cover, we pay a death benefit if you die during your policy term. However, we won't pay it if you die in the first 12 months of the policy term because of suicide or intentional, self-inflicted injury.

Terminal illness cover

This pays the cover amount if you're diagnosed with a terminal illness during the policy term and an attending consultant and our Medical Officer don't expect you to live longer than 12 months. You can find more information in your policy conditions.

Choose how you're covered

You have two choices.

1. Level cover

We'll pay a lump sum. The size of the sum stays the same throughout the policy term.

2. Decreasing cover

We'll pay a lump sum. The size of the sum goes down every month, at a rate set when you apply for your policy. The usual reason for choosing decreasing cover is so that your lump sum roughly keeps track with what you have left to pay back on a loan, like a repayment mortgage.

We'll only pay your full cover amount once

If we accept a claim, we'll pay you and your policy will end. This is also the case for a joint policy.

Your premiums

Your monthly premiums depend on what type and amount of cover you choose, as well as your age, occupation, health, lifestyle, and smoking habits.

When you first apply for a policy, we'll provide you with a premium quote. This premium may change after you've completed the application process.

You'll have guaranteed premiums. This means the amount you pay is the same every month.

Maximum ages and cover amounts

To get a Simple Life Insurance policy you need to be aged 18-59. The maximum amount of cover available to you is based on how old you are when you first apply for the policy. For joint policies this will be based on the age of the oldest person.

Details of what is available are shown in the table below.

Age at the start of the policy	Maximum cover amount available	Maximum age at the end of the policy	Minimum policy term
18-39	£750,000	70	1 year
40-49	£400,000		
50-54	£300,000		
55-59	£200,000		

Things to think about if you apply for a policy

After you've applied, you must let us know if any of the information you've given us changes before your policy starts.

Six months after your policy has started, if you want to, you can reduce your policy term and your cover amount. For more information, have a look at your policy conditions.

You can cancel

If you change your mind you can cancel your policy by contacting us. If you cancel within 30 days of receiving your policy schedule or the day we confirm your policy will start (whichever is later), we'll refund any premiums you've paid. If you don't cancel within this time your policy will continue. You can still choose to cancel outside these 30 days but we won't refund any premiums.

Who do you want to benefit from your policy?

It's important to consider how you make sure the right people benefit from your policy.

The chart below shows who might receive money from your policy if you die.

Policy Type	Who we'll pay
A policy held by and covering you	Your estate.
A policy held jointly, covering you and someone else	The surviving policyholder. If you were to die at the same time, the money would go to the estate of the youngest policyholder.
A policy held by you and covering someone else	You.
A policy held under trust	The trustees. Who'll pass on to your chosen beneficiaries.

You might want to consider having a will and keeping this up-to-date. A will is a legal document that can be used to set out your wishes regarding the care of your children and how your estate should be distributed when you die.

If you die without a valid will (intestate), your personal representatives will have to distribute your estate according to the laws of intestacy. This could mean that your estate, and potentially any money from this policy, doesn't go to the person you would've wanted it to.

For more information on who might benefit when there isn't a valid will in place, please visit [gov.uk/inherits-someone-dies-without-will](https://www.gov.uk/inherits-someone-dies-without-will).

If the cover amount under a policy is to be paid to your estate it could be subject to Inheritance tax, unless you put it into a suitable trust. Trusts are a way to ensure that the money from your policy gets to the right people at the right time and tax efficiently. For more information about trusts, contact us and we'll be happy to help.

Law, compensation and tax

Law and language

This policy is governed by the law of England and Wales. Your contract will be in English and we will always write and speak to you in English.

We're regulated by the
Financial Conduct Authority:

The Financial Conduct Authority
12 Endeavour Square
London
E20 1JN

We're also regulated by the
Prudential Regulation Authority:

The Prudential Regulation Authority
20 Moorgate
London
EC2R 6DA

Solvency Financial Condition Report

Every year we publish a Solvency and Financial Condition report which provides information about our performance, governance, risk profile, solvency and capital management. This report is available for you to read on our website at www.aviva.com/investor-relations/institutional-investors/regulatory-returns/.

You could get compensation if we become insolvent

Our Simple Life Insurance policy is covered by the Financial Services Compensation Scheme. If we become insolvent and we can't meet our obligations under this policy, the scheme may cover you for up to 100% of any successful claim you make.

For more information on this scheme, please visit: fscs.org.uk or call **0800 678 1100** or **0207 741 4100**.

Tax

In the UK, the payments we make are free from personal liability to income and capital gains tax. However, they may be subject to inheritance tax, unless you put your policy in a suitable trust. For more information about trusts, contact us and we'll be happy to help.

If you live in Gibraltar, we have to tell you that tax relief on premiums paid by individuals is allowed under the allowance based system of tax at the rate of 17%, as long as they don't exceed 1/7th of your assessable income or 7% of the cover amount. The payments we make are free from income and capital gains tax.

Wherever you live, we'd always recommend that you get independent financial advice. This is because your individual circumstances can affect your tax position.

Premiums include insurance premium tax, where applicable.

Please remember that tax rules may change in the future.

If you need to complain

To complain you can:

If you've taken a product out with Aviva and are unhappy with the product or the service you received, you can call us on **0800 285 1098**. From outside the UK, the number is **44 1603 603 479**.

Lines are open Monday to Friday 8am to 6pm. Calls may be monitored and will be recorded.

Email us at protection@aviva.com

Write to us at:

Aviva Customer Relations
PO Box 3182
Norwich
NR1 3XE

If you're not happy with our response

You may be able to take your complaint to the **Financial Ombudsman Service**. The Financial Ombudsman Service can look at most complaints and is free to use. You do not have to accept their decision and will still have the right to take legal action. Their contact details are:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London
E14 9SR

Telephone: **0800 023 4567**

Email: complaint.info@financial-ombudsman.org.uk

Website: financial-ombudsman.org.uk

The Financial Ombudsman Service normally can't consider your complaint until you've received a final response from us. This doesn't affect your right to take legal proceedings.

Contact us

Before you make a claim

Remember that we won't be able to pay anything if:

- your policy has ended because you haven't paid your premiums
- you've cancelled your policy
- you're diagnosed with a terminal illness and you're expected to live longer than 12 months
- you die in the first 12 months of the policy term because of suicide or intentional, self-inflicted injury
- you die or are diagnosed with a terminal illness outside the policy term.

We may amend or cancel your policy, or we may not pay a claim at all, if you haven't answered all the questions on the application completely, truthfully and accurately.

This isn't the kind of policy that you can 'cash in' – so you don't get any money if you cancel it.

To make a claim



Call us on:

0800 158 3467



If you're outside the UK, call:

+44 1603 202 500
option 1

Lines are open Monday to Friday 8am to 6pm and Saturday 8am to 2pm.

Calls may be monitored and will be recorded.



Write to us at:

Aviva
PO Box 520
Norwich
NR1 3WG



Email us at:

protection@aviva.com

Talk to us about your policy



Call us on:

0800 285 1098



If you're outside the UK, call:

+44 1603 603 479

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PO Box 520
Norwich
NR1 3WG



Email us at:

protection@aviva.com

Please note - our call centre opening hours are correct at the time of publishing this document, but may change in future. Please refer to our website for further information at [Aviva.co.uk](https://www.aviva.co.uk).

Calls to 0800 numbers from UK landlines and mobiles are free. The costs of calls to 01 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles.

Braille, large font, audio material

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- the format you want
- your name and address
- the code of this document, AL20001.

Calls may be monitored and will be recorded.