

Over 50s Life Insurance

Policy Summary

This summary tells you the key things you need to know about our Over 50s Life Insurance. It doesn't give you the full terms of the policy. You can find these in our policy conditions.

When you take out a policy, we'll send you a policy schedule. You should read this carefully because it shows what's included on your policy.

What is Over 50s Life Insurance?

It's a life insurance policy that lasts for the whole of your life, as long as you pay your premiums when they're due. We guarantee to pay the cover amount if you die 12 months or more after taking out the policy.

The table below shows what is paid and when.

If death occurs on or after the first anniversary date of the policy	What we pay
If you die due to any reason	We'll pay the cover amount shown in the policy schedule.

If death occurs before the first anniversary date of the policy	What we pay
If you die as a result of accidental death	We'll pay the cover amount shown in the policy schedule.
If the life covered dies due to anything other than an accidental death	We'll pay an amount equal to the premiums you've paid.

We won't pay out the cover amount within the first 12 months if the accidental death occurs while you are living outside the UK, Europe, USA, Canada, Australia or New Zealand, or is caused directly or indirectly due to:

- intentional self-inflicted injury, including suicide
- alcohol or drug misuse
- taking part in a criminal act
- flying except as a paying passenger on a commercial airline
- hazardous pursuits.

You can see the full details of these exclusions in the policy conditions.

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

Can I apply?

We guarantee to accept you with no health questions if you meet the criteria below. At the time you complete the application, you must:

- be in the UK, with a legal right to live in that jurisdiction, and
- consider your main home as being in the UK, and have no current intention of moving anywhere else permanently, and
- be aged between 50 and 80.

When you apply you'll need to answer questions about your date of birth and smoker status. We use the information you give us to work out how much we can cover you for and how much you'll pay for your policy. So it's important that you answer all of our questions as fully, truthfully and accurately as you can. If you don't, we might change or cancel your policy, or we might not pay out on a claim.

Only one person can be covered by the policy, but if you have a partner you can take one out each.

How much does cover cost?

It all depends on how much cover you want, your age and your smoking habits. When you apply for your policy, you can choose either the premium you want to pay or the lump sum paid on death. The minimum premium is £5 a month. The total monthly premium can't be more than £100 per month across all your Over 50s Life Insurance policies you've taken out with Aviva UK Digital Limited.

You'll pay your premiums monthly by Direct Debit. Premiums are guaranteed. This means that they'll stay the same throughout your policy.

IMPORTANT: The total amount you'll pay for your policy will depend on how long you live for. The lump sum paid out could be less than the total amount you've paid in premiums. When you apply your quote will show the age you would be at the point where the premiums paid are equal to the cover amount, if applicable.

How long do I pay premiums for?

You'll pay premiums until the earlier of:

- the policy anniversary after your 90th birthday, or
- a maximum of 30 years.

Once we stop collecting premiums your policy continues until we pay a claim.

We'll cancel your policy if you stop paying the premiums when they're due. You won't get any benefits for the amount you've already paid.

Can I make changes to my policy?

No, you can't change it once it's started. You should review your cover to make sure it still meets your needs. Your cover amount is fixed and inflation will reduce its value over time. We can't predict how rising costs will impact the value of your cover. If you need to, you could take out another policy to top up your cover. This new policy would be subject to availability, eligibility and maximum premium limits that apply at the time.

How to make a claim

You can make a claim quickly and easily using our online forms at aviva.co.uk/makeaclaim or alternatively visit aviva.co.uk/contactlife to find out our most up to date numbers and opening hours.

No access to the internet? Call Aviva on 0800 015 1142. From outside the UK, the number is +441603 603 277. For our opening hours, please refer to our website aviva.co.uk.

Calls may be monitored and recorded.

Calls to 0800 numbers from UK landlines and mobiles are free. Calls from outside the UK may be charged at international rates.

What about tax

In the UK, the payments we make are currently 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.

We'd recommend that you get independent financial advice. This is because your individual circumstances can affect your tax position. Please remember that tax rules may change in the future.

Can I change my mind?

You have 30 days to change your mind. The 30 days start from the later of:

- the date you get your policy schedule, or
- the day we confirm when your policy will start.

If you cancel within this period, we'll refund any premiums you've paid. If you don't cancel within this time your policy will continue in line with the policy conditions. You can still choose to cancel after the 30 days, but you won't get any money back.

How do I contact you about my policy?

Please refer to our website aviva.co.uk/contactlife to find our latest opening hours and to discover other ways to get in touch. Or call us on **0800 285 1098**. From outside the UK, the number is **+44 1603 603 479**. Calls may be monitored and recorded

Email us on directprot@aviva.com.

Write to us at Aviva, PO Box 520, Norwich, NR1 3WG.

How to complain

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**. Calls may be monitored and recorded.

Alternatively, you can email us on directprot@aviva.com.

Or you can write to us at Aviva, Customer Relations, PO Box 3182, Norwich, NR1 3XE.

We aim to resolve your complaint quickly. If we can resolve your complaint within three working days following the day we receive it, we will write and confirm this to you, along with your rights to refer your complaint to the Financial Ombudsman Service (FOS).

If your complaint is not resolved within three working days of receiving your complaint:

- Your complaint will be acknowledged promptly.
- A dedicated complaint expert will be assigned to review your complaint.
- A thorough and impartial investigation will be carried out.
- You will be kept updated of the progress.
- Everything will be done to resolve things as quickly as possible.
- A written response will be sent to you within eight weeks of receiving your complaint, this will inform you of the results of the investigation or explain why this isn't possible.

Where your concerns are unable to be resolved or have not been resolved within eight weeks, you may be able to ask the FOS to carry out an independent review. Whilst firms are bound by their decision you are not. Contacting the FOS will not affect your legal rights. You can contact them on **0800 023 4567** or visit their website at financial-ombudsman.org.uk, where you will find further information.

Law

This policy is governed by the law of England. Your contract will be in English and we'll 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 [aviva.com/investor-relations/institutional-investors/regulatory-returns](https://www.aviva.com/investor-relations/institutional-investors/regulatory-returns).

Compensation

Our Over 50s 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 about the scheme, please visit [fscs.org.uk](https://www.fscs.org.uk) or call 0800 678 1100 or 020 7741 4100.

Need this in a different format?

Please get in touch if you'd prefer this policy summary (**DA03015**) in large font, braille, or as audio.

How to contact us

 0800 285 1098 (+44 1603 603 479)

 directprot@aviva.com

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