

Secured Lifetime Care



This brochure gives you an overview of the Secured Lifetime Care plan. It's written as if the plan is for your benefit, although you may be buying it for someone else. For full details of the plan, it's important you read the Key Features document and any illustrations from your Financial Adviser. Please call us on **0345 777 7543** should you have any questions.

What is a Secured Lifetime Care plan?

It's a type of annuity for people who need long-term personal or medical care. The plan is designed for individuals who need care for the rest of their life because they need help with everyday tasks or supervision in the case of mental impairment. In return for a single premium, Aviva will pay a regular monthly benefit to your care provider for the rest of your life. The benefit payments will start after your selected deferred period, which can be between one and five years. During the deferred period you will need to pay all your care costs.

Am I eligible to apply for the plan?

You need to be 60 or over and resident in the UK when you apply.

You will need to go through a financial adviser, who may charge a fee for advice. Your financial adviser can look at your personal circumstances with you, and help with anything that you may not understand. If you don't have an adviser, you can find one by visiting unbiased.co.uk.

Can I cash-in my plan?

No. The plan has no surrender value. This means that once you have paid the premium you are not entitled to receive a refund even if you recover. The plan can be cancelled during the 30 day 'cooling off' period, and Aviva will fully refund your premium. If we have added an adviser charge to your premium and paid your adviser, the adviser charge will not be refunded by us.

On your death, your estate will not receive any payment from this plan.

What if I no longer require care?

The payments will continue to be made to you for the rest of your life, but they may be liable to tax. Your financial adviser will be able to give you more information about your own tax position.

What are the charges?

Your premium covers our administration costs, and your long term care benefit payments reflect this. However, your adviser may charge you for the advice that they give you. We can add the adviser charge to your premium, or you can pay your adviser directly. Your financial adviser should be able to explain what this means for you.

When are the payments made?

This plan starts to pay all or part of your care costs after an agreed deferred period. You can choose the length of the deferred period, between one and five years. This means that you choose the period of time when you will have to pay your own care fees before the benefit payments begin. Once the benefit payments begin they will be paid for the rest of your life.

What is the income tax position on the payments?

Your payments are tax-free as long as they are paid direct to a 'registered care provider'. A registered care provider is a care home or formal home care agency that is registered with the Care Quality Commission (CQC). You can find out more about the CQC at cqc.org.uk.

If part or all of the payments cannot be made direct to a registered care provider, they will be made to you or the unregistered care provider after deducting basic rate tax. Depending on your personal circumstances, you may be eligible to reclaim some or all of the tax deducted, or you may be subject to additional higher rate tax on any part of the regular payment that is taxable. More information on personal tax allowance is available on gov.uk/income-tax-rates.

This information is based on our interpretation of current HM Revenue & Customs practice, which can change over the life of your plan. Tax treatment is subject to change and individual circumstances. Your financial adviser can give you more information about tax.

Can the payments increase each year?

Yes, the plan provides a choice of different rates of increase to allow for care home fees rising each year. You select a rate at the start of the plan, and this can't be altered once the plan has started. The rate of increase you choose isn't guaranteed to match future increases in your care costs, so you would need to pay any shortfall yourself. If you choose to have increasing benefits the premium will be higher than if you didn't.

You can find details of the increase options available with this plan in the Key Features document.

What if government policy changes and the state will pay for my care costs?

If the law changes after you have taken out a plan and all or some of your care costs will be paid for by the state, then Aviva will act in line with our Lifetime Care Charter. The essence of the charter is as follows:

If a future change in UK legislation regarding the funding of long-term social care directly leads to a plan holder having an unnecessary level of care benefit, then Aviva will return the difference between:

- What the premium was at the start of the plan
- What the premium would have been had we known how legislation would change, and thus allowed for the possibility that some or all of our care benefit might be replaced by new state contributions towards care costs.

Aviva will need you to provide us with evidence to show that the level of benefit chosen at the start of the plan has become excessive. The evidence will need to show that this is as a direct result of a change in legislation that increases the amount that the state is contributing towards your care.

Please note that our Lifetime Care Charter may be withdrawn at any time. However, if it was available when you bought your plan, you will still benefit from the cover it provides.

What are the drawbacks of the Secured Lifetime Care plan?

The cost of the Secured Lifetime Care plan can be high, and depends on the care fees you wish to cover and the state of your health.

The premium you pay may not be enough to cover the full costs of your care, and you might need to make up the shortfall yourself. Another drawback is that the monthly payments might not keep up with the rising cost of care. Any shortfall will need to be met by you.

There is no cash-in value, and no premium protection options, so you could pay for the plan and then die soon after, leaving nothing from this plan to your estate. The same applies if you buy the plan and then later make a full recovery and no longer need care.

Some state and local authority benefits are means-tested, and your entitlement, if any, to receive them may be affected by the payments from a Secured Lifetime Care plan. Attendance Allowance, Personal Independence Payment and Funded Nursing Care are not currently affected.

This is a complex product and you should seek financial advice. Your adviser will be able to answer any queries you have and can advise on the suitability of the plan for your personal situation.

Please note that the information in this document refers to current English law and practice. Your financial adviser can give you more information about any legal differences in care provision for Northern Ireland, Scotland and Wales.

What government benefits may you be entitled to?

Attendance Allowance

This is a state benefit for people who are unable to look after themselves. It is paid if you become ill or disabled on or after your 65th birthday. It is paid at different rates, depending on whether you need care during the day, during the night, or both.

Personal Independence Payment

This is a state benefit that you may be able to claim if you are under 65 and have a long-term mental or physical health problem that affects your everyday activities.

Funded Nursing Care


This is a contribution paid by the NHS to your care home to cover the cost of any nursing you may need while in their care. It is not dependent on your means but is related to the level of nursing you need. The amount you may receive can vary in different parts of the UK. Your adviser can help you look into how much you could be entitled to.


You can find out more about the state care funding system if you go to [gov.uk](https://www.gov.uk) under the benefits section.


Need this in a different format?

Please get in touch if you'd prefer this document (**AR10001**) in large print, braille, audio or in a different colour.

How to contact us

 0800 068 6800

 contactus@aviva.com

 aviva.co.uk

Can we help meet your long-term care needs?

Everybody's personal situation is different, and yours is no exception. But the common factor is that you are faced with paying – or are about to pay – long-term care fees.

To find out how a Secured Lifetime Care plan could work for you, please contact your Financial Adviser, or visit our website **aviva.co.uk/retirement/already-retired/lifetime-care/** or call us on **0345 777 7543**.

Aviva Life & Pensions UK Limited, PO Box 582, Bristol BS34 9FX.

Telephone 0345 777 7543 – calls may be recorded.

Registered in England No. 3253947. Aviva, Wellington Row, York, YO90 1WR.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 185896.

aviva.co.uk/retirement/already-retired/lifetime-care/

LTCBROSEC AR10001 06/2025 © Aviva

