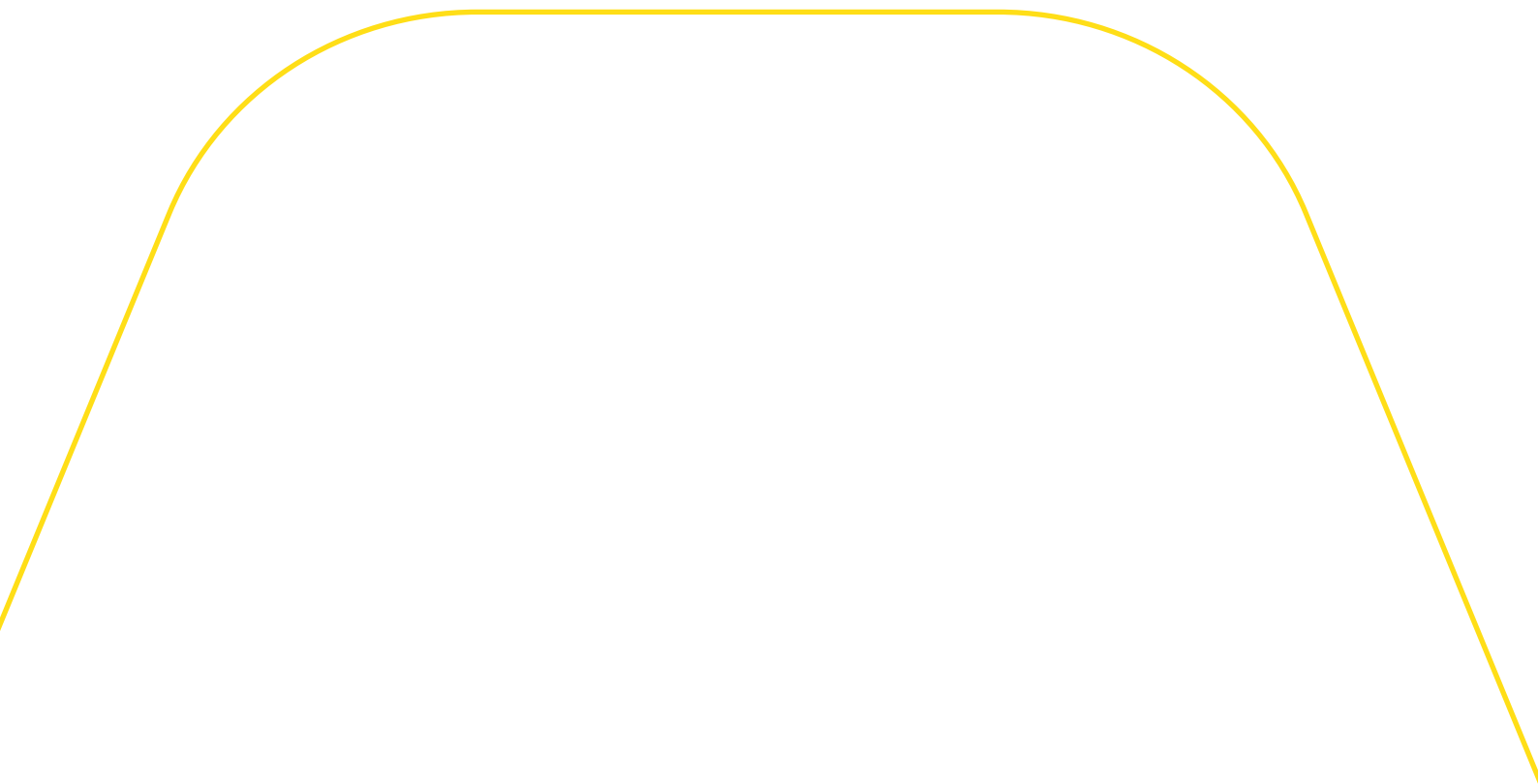


# Key features of the Secured Lifetime Care Plan



# Contents

## **3 Helping you decide**

### **4 What is the Secured Lifetime Care Plan?**

Is this plan right for me?

Its aims

Your commitment

Risks

## **6 Questions and answers**

### **6 Options and benefits**

What will my single premium be?

What is the deferred period?

What benefits will I receive from the plan?

How will the long-term care benefit be paid?

What are the benefit increase options?

Do I need to review my cover?

### **8 Charges**

What are the charges on my plan?

### **9 Changing your mind**

Can I change my mind?

## **10 Life events**

What happens to my plan if I die?

## **11 Taxation**

How will my plan be taxed?

## **12 Further guidance**

Information available to you

How to complain

Solvency and financial condition report

Compensation

Potential conflicts of interest

Aviva staff payments

Customer status

Terms and Conditions

Law and language

Financial advisers

Financial Services registered details

## **16 Get in touch**

You'll read references to 'us' or 'we'. This means Aviva Life & Pensions UK Limited, the provider of your plan. Any reference to 'plan' means your plan or policy.

# Helping you decide

The Financial Conduct Authority is a financial services regulator. It requires us, Aviva Life & Pensions UK Limited, to give you this important information to help you to decide whether our Secured Lifetime Care Plan 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.

The purpose of this document is to help you to make an informed decision. However, we recommend that you seek professional financial advice before you make any decisions about this plan.

Please read this document with your illustration so that you understand what you're buying. You need to be comfortable that you understand the benefits and risks of this plan before deciding whether to buy a Secured Lifetime Care Plan.

## Statement of demands and needs

The Secured Lifetime Care Plan is designed to pay monthly long-term care benefits, if you need formal paid-for care because of physical or mental disability. After an initial deferred period of your choice, the long-term care benefit payments will continue until you die.

You should also read and keep safe:

- the terms and conditions
- your illustration

Please contact us using the '**Get in touch**' details on **page 16** if you haven't received any of the above.

## Key Features document information

If the illustration supplied to you contains an expiry date and you wish to make an application after this date, you should ask for a further illustration and Key Features document from your financial adviser.

The date shown when the Key Features document was produced is shown at the end of the document. If you're not sure if you have the most up-to-date version, you should ask your financial adviser.

# What is the Secured Lifetime Care Plan?

The Secured Lifetime Care Plan pays monthly long-term care benefits if you need formal paid-for care because of physical disability or mental impairment. It will provide long-term care benefit payments until you die, once your chosen deferred period has ended.

## Is this plan right for me?

- This plan might be right for you if:
  - you're aged 60 or over
  - you're receiving care, when the plan starts, because you need help with your normal everyday tasks or supervision.
  - you meet the physical disability criteria by being unable to live independently due to a physical impairment, which is expected to be permanent.
  - you meet the mental disability criteria because there's a loss of intellectual capacity, identified through using medically recognised tests examining memory, orientation, simple reasoning and basic decision making.

## Your commitment

- To pay the agreed single premium.

## Its aims

To make monthly benefit payments that will fund part or all of the cost of the care you need for the rest of your life. These benefit payments will be made after the agreed deferred period.

## Risks

- You may die before any benefit payments have been made, or the total benefit payments we have made by the date of your death may be less than the premium you have paid. There will be no payment due on your death in either case.
- The cost of any care services you need may be more than the benefit payments we make.
- The cost of care services you need may rise faster than the benefit payments from the plan. If it does, this means you will need to make up the difference yourself.
- 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, disability living allowance, personal independence payment and NHS funded nursing care are not currently affected.
- This is not a savings or investment product and has no cash-in value at any time.
- If we can't pay part or all your secured care benefit direct to a registered care provider, we'll pay you instead. For example, we'll need to pay you direct if you have made your own informal care arrangements, or if in the future, you qualify for NHS continuing care, or a similar funding arrangement. The amount we'll pay will be net of any tax that we need to deduct under the current tax rules.

You may wish to consider seeking financial advice before buying a Secured Lifetime Care Plan.

# Questions and answers

## Options and benefits

### What will my single premium be?

- Your personal illustration shows the single premium due for the options you've chosen.

### What is the deferred period?

- The deferred period means that you are responsible for making all of your own payments, before the benefits from this plan are paid. You can choose a deferred period of one, two, three, four or five years when you take out the plan.

### What benefits will I receive from the plan?

- You'll receive the monthly long term care benefit that is shown in the illustration. We'll pay this from the agreed benefit start date which will be after your selected deferred period. The amount paid, net of tax if any needs to be taken, must not be more than the cost of your care services when your plan starts.
- If you haven't already made your own care arrangements and would like our help, we can arrange this for you. We can also stay in touch on a regular basis to check that the care you're receiving is still meeting your needs.

### How will the long-term care benefit be paid?

- Monthly benefits will be paid after the selected deferred period. This means you will have to pay the full cost of your care until the end of the deferred period.
- The benefits will be paid monthly. We can send the money directly to up to four different registered care providers, when you are receiving formal care at home or in a registered care home. The payments will be paid tax free if the care providers are registered with the current Government appointed regulator.
- The first benefit will be paid in arrears at the beginning of the month following the benefit start date. All further benefit payments will be paid in advance starting at the beginning of the month following the benefit start date.
- If part or all of your long-term care benefit cannot be paid direct to a registered care provider, that portion will be paid direct to you less any tax deduction we must make. For example, if you were to make your own informal care arrangements or if in future you qualify for NHS continuing care or similar funding arrangement.

## What are the benefit increase options?

- When you start your plan, for an additional cost, you can choose to have your long-term care benefit increase automatically each year. You can choose any one of three different types of increase shown below. You can also choose the month of the year in which the increases are to take place.
  - Increases which match yearly increases in the Retail Prices Index.
  - Increases which are set at 2% more than yearly increases in the Retail Prices Index.
  - Increases at a fixed rate each year between 3% and 10%. These increases take place both during the deferred period and after the long-term care benefit becomes payable.
- The rate selected at the start of the plan can't be changed at a later date.
- The rate at which your long-term care benefit will increase is intended to help you fund increases in the care costs you expect to be paid by this plan. Actual increases in care costs may be at a faster rate than those that apply to your long-term care benefit. This means your payments may not cover the full increase in the care costs you expect to be funded by this plan.
- You can buy an additional plan at a later date to provide extra long-term care benefits if you need to. The cost of any extra long-term care benefit will be worked out using the premium rates at that time and will depend on your health and age when you apply. When you buy extra cover, we'll also check that you meet the current eligibility criteria before agreeing to cover you.

## Do I need to review my cover?

It's important to regularly review your circumstances and the likely costs of your long-term care. This may help to make sure that you continue to have enough cover. If there is a change affecting your long-term care needs, it's also important to get some advice about what this means for you.

# Charges

## What are the charges on my plan?

- All charges are included in the single premium you pay for your plan.
- Our administration costs are covered within the premium and the payments made by your plan 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.

# Changing your mind

## Can I change my mind?

- Yes, you have 30 days in which to change your mind, beginning from the date that you receive our confirmation that the plan has started.
- If you decide to cancel your Secured Lifetime Care Plan within this period, we'll give you a full refund of the single premium you paid.
- Where you've asked us to pay an adviser charge and this has already been paid it won't be refunded.
- In order to cancel your Secured Lifetime Care Plan you must:
  - Sign and return the 'Your right to change your mind' form within 30 days of receiving it.
  - Post these to the address given on the cancellation form.
- Please contact us using the '**Get in touch**' details on **page 16** if you don't have a cancellation form.
- If the cancellation form isn't returned within 30 days, the Secured Lifetime Care Plan will continue.
- If you decide to cancel the plan at a later date, the plan terms and conditions will apply and there will be no cash-in value.

## Life events

### **What happens to my plan if I die?**

- The plan will stop.
- There will be no additional benefit payment due on your death even if we have not made any payments, or the total payments we have made by the date of your death are less than the premium you have paid.
- Please see your Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet') for more details.

## Taxation

Here is some information based on our interpretation of current tax legislation, which can change. Your tax treatment depends on your main place of residence as advised to us by HMRC and your other individual circumstances.

### How will my plan be taxed?

- Long-term care benefits are paid free of tax when they're paid direct to a registered care provider.
- An income tax liability may arise on the portion of the long-term care benefit, if any, that can't be paid direct to a registered care provider. When paid to anyone other than a registered care provider, part of the long-term care benefit that we pay to you is treated as a return of your original premium and is called the capital element and won't be taxed. The remainder of the payment is treated as income and will be taxable. The amount of income calculated will be dependent on individual circumstances. We must currently deduct basic rate income tax from the income element if we can't make payments to a registered care provider.

- If you're a non-taxpayer, or are subject to starting rate tax on savings income, you may be able to reclaim some or all of the tax we've deducted from the income element. It is up to you to reclaim this from HM Revenue and Customs (HMRC).
- If you already are, or the income element causes you to become a higher rate or additional rate taxpayer, you may have further tax to pay on the income element and you'll need to notify HMRC.
- Your financial adviser will be able to give you more information about your own tax position.
- We've based this information on our current interpretation of tax rules. These rules may be subject to change in the future.

**You can find more information on tax at [gov.uk/browse/tax](https://www.gov.uk/browse/tax). We strongly recommend you seek financial advice if you think you're affected by tax charges.**

# Further guidance

## Information available to you

- Before buying an Secured Lifetime Care Plan you should read the Terms and Conditions alongside your illustration.
- You may also wish to consult a financial adviser, who'll likely charge you a fee for advice. If you don't have a financial adviser, you can find one at [moneyhelper.org.uk/en/getting-help-and-advice/financial-advisers/choosing-a-financial-adviser](https://moneyhelper.org.uk/en/getting-help-and-advice/financial-advisers/choosing-a-financial-adviser)

## 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 contact us using the **'Get in touch'** details on **page 16**.
- We aim to resolve your complaint quickly. If we can resolve your complaint within three working days following the day we receive it, we'll write and confirm this to you, along with your rights to refer your complaint to the Financial Ombudsman Service (FOS).
- If we don't resolve your complaint within three working days of receiving it, we'll;
  - acknowledge your complaint promptly
  - assign a dedicated complaint expert to review your complaint
  - carry out a thorough and impartial investigation
  - keep you updated as to our progress
  - do everything we can to resolve things as quickly as possible; and
  - send you a written response within eight weeks of receiving your complaint. This will tell you the results of the investigation or explain why that's not possible.
- Where we can't resolve your concerns, or have been unable to resolve them within eight weeks, you may be able to ask the FOS to carry out an independent review. Whilst firms are bound by their decisions, you aren't. Contacting the FOS won't affect your legal rights. You can contact them on **0800 023 4567** or visit their website at [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk), where you'll find further information.

## Solvency and 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/investors/regulatory-returns](https://aviva.com/investors/regulatory-returns)

## Compensation

If you've received advice:

- Qualified advisers will recommend that you buy products suitable for your needs. You have legal rights to compensation if, at any time, it's decided that you've bought a plan, as a result of advice from a qualified adviser, that wasn't suitable for your needs at that time.
- Your Secured Lifetime Care Plan is covered by the Financial Services Compensation Scheme. If we become insolvent and we can't meet our obligations under this plan, the scheme may cover you for up to 100% of any successful claim you make.
- To find more information about the FSCS, including how to contact them via email and webchat:

Website: [fscs.org.uk](https://fscs.org.uk)

Phone: **0800 678 1100** or **0207 741 4100**

## Potential conflicts of interest

- There may be times when Aviva Plc group companies or our appointed officers have some form of interest in the business being transacted. If this happens or when we become aware that our interests, or those of our officers, conflict with your interests, we'll take all reasonable steps to manage that conflict of interest. We'll do this in a way that treats all customers fairly and in line with proper standards of business.
- Where despite all efforts to manage a conflict of interest, the conflict of interest can't be prevented, we'll disclose it to you before you commit to taking out this product or taking any investment action in relation to it.
- Further details of our conflicts of interest policy are available on request. Please contact us using the **'Get in touch'** details on **page 16**.

## Aviva staff payments

- Aviva staff are salaried and they receive an annual bonus based upon the overall performance of the Aviva Group. Some members of our distribution team may also receive an additional bonus, a proportion of which relates to their sales performance.

## Customer status

- Aviva will treat you as a retail client. This means that you have the highest degree of protection available under the Financial Conduct Authority rules. This includes access to complaints and compensation procedures. However you won't be covered for wrong advice unless this product was personally recommended to you by a financial adviser authorised by the Financial Conduct Authority.

## Terms and Conditions

- This Key features document is a summary of your Secured Lifetime Care Plan. For full details please see your Terms and Conditions.
- If you'd like a copy, please ask your financial adviser, if you have one, or contact us directly using the **'Get in touch'** details on **page 16**.

## Law and language

- Aviva and you have a free choice of the law that can apply to a contract. Aviva proposes to choose the law of England and Wales, and by entering into this contract you agree that the law of England and Wales applies. Your contact will be in English and we'll always write and speak to you in English.

## Financial advisers

- Where you've received information or advice from a financial adviser they'll provide you with information regarding their identity, the capacity in which they're acting and their address for future communications.

## Financial Services registered details

- Aviva Life & Pensions UK Limited is a company limited by shares. It's authorised by the Prudential Regulation Authority and is regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered on the Financial Services register, number 185896, [register.fca.org.uk](https://register.fca.org.uk)

# Get in touch

Remember, your financial adviser will normally be your first point of contact.

If you have any questions, you can:



Call us on **0345 303 0430**

**Monday to Friday 8.30am to 5.30pm**

Calls to and from Aviva may be monitored and or recorded.



Email us at [lifetimecare@aviva.com](mailto:lifetimecare@aviva.com)



Write to us at **Aviva, PO Box 520,  
Surrey Street, Norwich NR1 3WG,  
United Kingdom**

## Need this in a different format?

Please get in touch if you'd prefer this Key features document (**AR10010**) in large print, different colour, braille or as audio.

## Want to go paperless?

It's easy to go paperless and manage your documents online, meaning you won't have the inconvenience of storing paper copies.

By **registering with MyAviva**, you'll be able to view your documents instantly in your online Document Library instead of waiting to receive them by post.

## Here's how - just a few simple steps

Simply log in or register for MyAviva by going to [myaviva.co.uk/register](https://myaviva.co.uk/register) or scan the QR code.



Once you've registered and logged into MyAviva, go into 'Your Account', then 'Your Profile', and under 'Preferences' click 'Edit' within the 'Paper or Paperless' box. Then simply choose which documents you'd like to manage online.

Please note, this service is only available to those who can access their documents online through MyAviva. There will be some documents which we always need to send to you by post.

