



Key Features of the Immediate Lifetime Care Term Assurance Plan



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 Immediate Lifetime Care Term Assurance 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.

Please read this document with the terms and conditions and the accompanying illustration. Where relevant information is contained in other documents these will be signposted at the appropriate point.

What is the Immediate Lifetime Care Term Assurance plan?

- It's an insurance plan that will provide a one-off lump sum if you should die during the term of the plan. It can only be taken out alongside an Immediate Lifetime Care plan. Please ask your financial adviser for more information about the Immediate Lifetime Care plan.
- There are long-term and short-term premium protection options you can choose from.
- The amount we will pay reduces over time and will also depend on which premium protection option you choose.

Who should consider the Immediate Lifetime Care Term Assurance plan?

You should consider this plan if you:

- are aged 60 or over
- are taking out an Immediate Lifetime Care plan
- want to protect some of the single premium used to purchase the Immediate Lifetime Care plan and this Immediate Lifetime Care Term Assurance plan and
- want to have this protection paid to your estate upon your death.

The options are quite complex, and you will need to consult a financial adviser, who will likely charge you a fee for advice. If you do not have a financial adviser, you can find one at **unbiased.co.uk**.

Its aims

To provide a lump sum free of personal income tax and capital gains tax if you should die during the term of the Immediate Lifetime Care Term Assurance plan.

The aim of the lump sum is to repay some of the single premium that you have paid for your Immediate Lifetime Care plan and this Immediate Lifetime Care Term Assurance plan.

Your commitment

To pay the single premium which is due.

Risks

- The Immediate Lifetime Care Term Assurance plan will not pay you anything if you survive beyond the end of its term.
- This plan has no cash-in value at any time.
- Any death benefit payable will be included in your estate for inheritance tax purposes.

Questions and answers

Can I change my mind?

- You can cancel within 30 days from when we tell you the plan has started and get a full refund. When we confirm that the plan has started, we'll also send you a 'Your right to change your mind' form.
- If for any reason you decide that you don't want to take out this plan, just return the form within the 30 days to the address shown in the 'How to contact us' section on page 3 and we'll give you your money back. If we have added the adviser charge to your premium and paid your adviser, this amount will not be refunded by us
- If you don't let us know that you want to cancel your plan within 30 days, it will continue in accordance with the plan terms and conditions. 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.

What are the charges?

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.

What will my single premium be?

Your personal illustration shows the single premium due for the premium protection option you have chosen.

What are the options?

You can choose between short-term and long-term premium protection, as described below. Please note that for either option, any extra payments added to the premium for financial advice are not covered by the protection.

Please also note that if you die within the first month of this Immediate Lifetime Care Term Assurance plan starting, we will automatically return 100% of your single premium. Please refer to any illustrations you have received for details of how all this works, and for details of the costs involved.

Short-term premium protection

- You can choose to cover, for a period of 3 to 6 months, 25%, 50%, or 75% of the total single premiums you will have paid for this Immediate Lifetime Care Term Assurance plan and your Lifetime Care plan.
- You can also choose a different level of cover for months 1 to 3 and 4 to 6. For example, you could choose to protect 50% for the first 3 months, reducing to 25% for months 4 to 6. The amount protected in months 4 to 6 must be the same or lower than in the first 3 months.
- If you die within the selected period, we will pay the percentage cover that you have chosen, less the total monthly benefits paid by your Lifetime Care plan since the start of this Immediate Lifetime Care Term Assurance plan.

Long-term premium protection

- You can choose to cover 25%, 50%, or 75% of the total single premium you will have paid for this Immediate Lifetime Care Term Assurance plan and your Lifetime Care plan. This protection will last until the total monthly benefits paid by the associated Lifetime Care plan exceed the amount you have chosen to cover, or until death if earlier.
- If you die within the selected period, we will pay the percentage cover that you have chosen, less the total monthly benefits paid by your Lifetime Care plan since the start of this Immediate Lifetime Care Term Assurance plan.

What about tax?

- The death benefit is paid free of personal income tax and capital gains tax, although it will be part of your estate for inheritance tax purposes.
- Tax information is based on our interpretation of current legislation. Tax treatment is subject to change and will depend on individual circumstances, including which part of the UK you live in.
- Your financial adviser will be able to give you more information about your own tax position.

Further information

How to contact us

Your financial adviser will normally be your first point of contact. If you have any questions, you can phone or write to us.



Call us on: **0345 303 0430**

Monday to Friday, 8.30am – 5.30pm.

As part of our commitment to quality service, telephone calls may be recorded.



If you want to cancel your plan within 30 days of it starting, or to write to us for any other reason, please use the following address:

**Aviva
(Lifetime Care)
PO Box 582
Bristol
BS34 9FX
United Kingdom**



Or you can email us at:

lifetimecare@aviva.com

Please note that emails to this address may not be secure and it is therefore possible that they could be intercepted and read. Please do not include any personal or confidential information.

Client categorisation

Aviva categorises each customer as a 'retail client'. This gives you the highest level of protection available under the Financial Conduct Authority Conduct of Business Rules. This includes access to the Financial Services Compensation Scheme or Financial Ombudsman Service. Please contact your financial adviser if you require further details.

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 details in the 'How to contact us' section.

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 we cannot 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 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.

Compensation

Your Immediate Lifetime Care Term Assurance 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://www.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.

Further details of our conflicts of interest policy are available on request.

Where, despite all efforts to manage a conflict of interest, the conflict of interest cannot be prevented, we will disclose it to you before you commit to taking out this product.

Aviva staff remuneration

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.

Terms and conditions

This Key Features document gives you a summary of the Immediate Lifetime Care Term Assurance Plan. It does not include all the definitions, exclusions, and terms and conditions. These are shown in the policy conditions booklet. If you would like a copy of the policy conditions, please ask your financial adviser or contact us.

Financial Advisers

Where you have received information or advice the adviser will provide you with information regarding their identity, the capacity in which they are acting and their address for future communications.

Law and language

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

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

About Aviva

Aviva Life & Pensions UK Limited is the provider of the lifetime care range of plans. It is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered on the Financial Services Register, number 185896.

[fca.org.uk/register](https://www.fca.org.uk/register)

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).









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How to contact us

 0800 068 6800

 contactus@aviva.com

 aviva.co.uk

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