



Over 50s Life Cover

Policy Summary

The guaranteed way to leave money for
your loved ones when you die



This document gives you a summary of National Friendly's Over 50s Life Cover so you can get an idea of whether it's right for you.

There's more detail in our Policy Conditions which you can ask us for a copy of at any time. If you take out a policy then we'll include a copy of the Policy Conditions in your welcome pack along with a reminder of your cover details in your Policy Schedule.

We've been around for over 150 years so we've got a long history of looking after people. We want to make sure your policy meets your needs both now and in the future.

What is Over 50s Life Cover?

Over 50s Life Cover is what's called a 'whole of life' policy. That means it will pay a sum of money, called a sum assured, when you die so long as you've kept up your payments. We'll refer to your sum assured as your payout. You have a choice of:

A Fixed payout policy on which the payout amount and the regular payments you make stay the same throughout the policy.

OR

A Benefit Builder policy on which the payout and the amount you pay is lower at the start, but which increases by 10% each year for the first 10 years of the policy, building to your intended level of cover.

You might choose this policy:

- to help pay towards the cost of bills or outstanding debts after your death
- to leave some money as a gift
- if you'd like peace of mind and are happy to make monthly payments for the rest of your life
- if you want cover but don't want to answer lots of medical questions

Key features of Over 50s Life Cover

- You could get full cover after just 6 months by answering 2 medical questions
- Your answers could also get you a better payout
- We'll pay double your payout if you die as a result of an accident
- Our Friendly GP benefit means you and your family have access to medical expertise from day 1.
- You can choose to receive half your payout if you get a terminal illness diagnosis; the other half will be paid when you die
- Quick payout options

But here are some of the things you need to know:

- The plan pays out when you die and/or are diagnosed as terminally ill, it has no other value
- There's a period of time after the policy starts before you have full cover when we won't pay out unless you die from an accident
- If you choose a Fixed policy, your payout will stay the same throughout the policy lifetime
- If you choose a payout which increases (Benefit Builder option), the amount payable on your death will rise each year for the first 10 years but may be lower than your needs if you die within the first 10 years
- You should feel confident that you can afford the rising cost of cover in the first 10 years before choosing a Benefit Builder policy
- Your payout, even if it increases under the Benefit Builder option, is unlikely to keep up with the cost of living over the long term, and so its value may reduce over time
- If you choose to lower your payments, this will also reduce the payout amount
- If you miss a payment we'll let you know. If you miss 3 payments in a row, we'll close your plan and you won't get anything back
- You could live long enough to have paid in more than the policy will pay out

Additional benefits or services

From day 1, your policy gives you free access to 2 valuable services which you and your family can use throughout the policy. These are our virtual GP services, Friendly GP and Friendly GP+.

The Friendly GP service includes:

- 24/7 GP telephone consultations, so you can talk about your symptoms at any time
- Video consultations
- Private prescriptions, though you will pay for these
- Referrals for treatment from an appropriate consultant
- Physiotherapy including an aches and pains helpline and a 30-minute assessment followed by a personalised treatment plan

This is a useful benefit as you have easy access to a doctor when you need medical help.

Your policy also provides you and your family with the following support free of charge under Friendly GP+.

- Health & wellbeing support
- Counselling
- Legal advice
- Financial guidance

As non-contractual benefits, we reserve the right to change or remove either or both of the Friendly GP services at any time.

Who can take out Over 50s Life Cover

You can apply for a policy if you're:

- living in the UK (this does not include the Channel Islands or the Isle of Man) and either
- a non-smoker between the ages of 50 to 80 years old; or
- a smoker between the ages of 50 to 75 years old

How you can take out Over 50s Life Cover

- You can take out a policy yourself, by getting a quote then completing an application online.
- You can call to speak to one of our friendly sales team.
- You can buy a policy with the help of an adviser if you have one.

Choosing the right cover for you

For Over 50s Life Cover we ask if you want to answer 2 medical questions. You don't have to answer them if you don't want to, but you might get better terms if you do.

Our standard qualifying term before we pay claims for non-accidental death is 2 years, but this can be reduced to 6 months, and you can get lower payments and/or a better payout if you can answer our questions satisfactorily.

You'll be able to choose a payment that fits your budget, or you can choose the amount you want to leave behind and we'll tell you how much you'll need to pay.

You can decide between a Fixed payment policy, on which the amount you pay and the amount we pay out stays the same throughout your policy, or a Benefit Builder option.

The Benefit Builder option means you will pay 10% more each year for your cover in the first 10 years based on your starting payment.

So, for example, if your starting payment is £20 a month, then in year 2 it will be £22, in year 3 it will be £24 and so on until it reached £40 a month in year 10. Your payments will then be Fixed at £40 a month for the remainder of your policy.

If your starting payout amount is £5,000, then in year 2 it will rise to £5,500, in year 3 it will be £6,000 and so on until it reached £10,000, that's double the starting amount, in year 10.

Your cover will stay at £10,000 for the remainder of your lifetime.

The figures used above and in the table below are just examples to show you how payments will increase. The actual values relevant to you will be shown on your quotation.

Year:	1	2	3	4	5	6	7	8	9	10	11
Payment:	£20	£22	£24	£26	£28	£30	£32	£34	£36	£38	£40
Payout:	£5,000	£5,500	£6,000	£6,500	£7,000	£7,500	£8,000	£8,500	£9,000	£9,500	£10,000

It's important to remember that inflation will affect your payout. This means that as prices elsewhere will rise, your payout will buy less as time goes on. Please think about this when choosing your payments and payout and review your cover from time to time.

We aren't able to give any financial advice or recommendations but you can ask us any questions on the policy. Or you can speak to an adviser if you want some advice.

Qualifying periods and when we'll pay out

Policies like this one have qualifying periods in which no payment is made for non-accidental deaths after the policy starts. Our standard qualifying period is 2 years. Answering the medical questions we ask could change this to just 6 months.

If you decide to buy Over 50s Life Cover, your qualifying period will be confirmed on your Policy Schedule.

The table below shows what is paid and when.

Where you die from a non-accidental cause *during* your qualifying period

- Return of your payments only

Where you die from a non-accidental cause *after* your qualifying period

- Your payout amount at date of death

Where you die from an accidental cause at any time and you haven't received a terminal illness payout

- Double your payout amount at date of death

Where you receive a terminal illness diagnosis 2 years or more after taking out the policy

You can choose to get half of your payout immediately; the other half will be paid when you die. If you choose not to claim the terminal illness benefit, we will pay the full amount when you die.

If you die from an accidental cause and you've already claimed the terminal illness benefit, we will only pay the remaining amount of your payout.

Definitions

Here are our definitions of accidental and non-accidental death. You need to know this so you can understand when we can and can't pay your full payout. We have also defined Terminal Illness.

Accidental death

Where the cause of death has been confirmed as the result of an accident rather than an illness, disease or existing physical problem. The death must have occurred within 30 days of the accident and be confirmed on a death certificate or by any additional medical evidence we request.

Non-accidental death

Death which is not accidental death as defined above.

We will not consider the following to be causes of accidental death:

- Suicide or where death was caused by you deliberately hurting yourself
- Drinking too much alcohol, or misuse or overdose of illegal drugs, prescription or over-the-counter drugs, where any of these is a major factor in your death
- Death as a result of participation in: flying where you are not a fare-paying passenger, parachuting, skydiving, hang gliding, motor sport, powerboat racing, diving, mountaineering, or potholing
- Death in countries (or specific areas within countries) to which the Foreign, Commonwealth and Development Office (FCDO) advises against any travel, or to those where only essential travel is advised

Terminal Illness

A terminal illness (not resulting from an accident) is one that has progressed to a point where it cannot be cured, and in the opinion of your UK-based hospital consultant, it's expected to lead to death within 12 months.

Paying for your policy

To make sure you stay covered, you'll need to make regular payments which are decided at the start of your policy. These payments are called premiums.

We'll collect your payments by direct debit on a date that suits you. This will be confirmed in your Policy Schedule and on your Direct Debit Confirmation.

Your payments are due monthly but you can pay yearly if you'd prefer.

If you have chosen a Fixed payment policy, then once your policy has started we won't change the amount you need to pay.

If you have chosen a Benefit Builder policy, we will write to you each year for the first 10 years of the policy to tell you how much you will pay in the following year.

How long you'll pay for your policy

You'll have to make the payments for your policy until you die.

Depending on how long you live, you could end up paying more than your payout. On your Policy Schedule we'll tell you what age you'll be when this will happen.

What will happen if you stop your payments

You'll need to keep up payments to make sure you're covered and your loved ones are protected. If you owe us 3 months' worth of payments, we'll have to close your policy.

If your policy is open but you haven't made all your payments and:

- You die of an accidental death in your qualifying period; or
- You die of any cause after your qualifying period;

We'll take the amount you owe out of the payout before it's paid.

Changes you can make to your policy

If you're worried about keeping up your payments, or about your level of cover, please get in touch. We have options to reduce your payments and therefore your cover, or to take out additional policies to increase your cover.

You can do either as long as you don't pay us in total less than the minimum or more than the maximum monthly payments available at that time.

If you choose the Benefit Builder option when you join, you can choose at any point in the first 10 years to switch to a Fixed payout policy, meaning your payments and the amount we pay out will stay at the levels they have reached at that time..

You won't be able to switch from a Fixed payout policy to a Benefit Builder policy once your policy has started.

Who the payout will go to

You can choose who will get the payout when you die. It's important to do this in advance by making specific arrangements.

If you don't choose who the money will go to, it will form part of what's known as your estate. That means it will be counted as one of the things you owned. Your estate could be subject to inheritance tax and/or delayed in being paid out to your loved ones. That's because wills, probate and letters of administration can take a while to process.

Making a nomination or putting your policy in trust are ways to make sure your loved ones can get the money a little quicker. You won't be able to do both of these, you'll have to choose one or the other.

If you are diagnosed with a terminal illness after your qualifying period, you can choose to get half of your payout as it stands at the date of your diagnosis.. We will then pay the other half when you die. We won't apply any further increase to your cover or the amount you pay in these circumstances.

Making a nomination

Because we're a friendly society, you can make a nomination. This means you can name a person or people to receive up to £5,000 of your payout. They'll just need to complete the claim form and send us the death certificate, and we will pay them as quickly as possible. If the payout is more than £5,000, we'll pay the rest in line with our death claims process which may take a little longer.

We'll let the person claiming know if we need to see other documents to claim the rest of the money.

£5,000 is the nomination limit across all policies you hold with National Friendly.

If you want to make a nomination, you'll need to complete and return a nomination form.

Putting your policy in trust

This will make sure that the payout goes to those you want to get the money and may have inheritance tax benefits. You'll need to check that any trust you set up allows you to choose the people you want to leave your money to.

If you want to put your policy in trust, you'll need to complete and return a trust form. You may want to get help from a solicitor to do this. Please contact us if you'd like us to send you a trust form.

What you need to know about tax

Based on our current understanding of tax rules your payout will be free from UK income tax and capital gains tax. The rules could change in the future and if they do, this could affect your payout.

If you want to learn more about your tax position you should get professional advice from an accountant, solicitor or financial adviser.

Claiming on your policy

When you die, the person making a claim should contact us as soon as possible. We understand it may be a difficult time for them so we'll guide them through the claims process to make it as straightforward as possible.

We'll explain what information we need to settle the claim and make the payout. We'll need to see proof of death and might ask for legal documents to support the claim. For claim amounts over £25,000, we'll need to see probate or letters of administration.

We may need to ask for additional information about the cause of your death so:

- We can check if it was accidental
- We can check that the medical answers you gave on your application were correct

You just need to make sure that whoever stands to benefit from this policy has access to documentation so they know to make a claim.

We will always try to pay out as quickly as possible.

If you want to cancel your policy

You can change your mind within 30 days of getting your welcome pack and we'll give you back any payments you've made. Just let us know if you decide it isn't right for you using the contact details on the back page.

You're also able to cancel at any time after 30 days but you won't get any of your payments back and your cover will end. Please contact us if this is what you'd like to do. We may ask you your reasons for cancelling because we don't want you to lose the money you've paid in.

But don't worry, there won't be any barriers to closing it if that's what you want.

Further Information

If we get things wrong

We hope you never need to complain about your policy or the service we give you. But, you have the right to complain if you need to, and we'd like the chance to put things right.

You can tell us what's gone wrong by telephone, email or post.

- Phone us: **0333 014 6244** 8am-6pm Monday to Friday excluding bank holidays. Calls from UK landlines and mobiles cost no more than a call to an 01 or 02 number and will count towards any inclusive minutes.
- Email us: complaints@nationalfriendly.co.uk
- Write to us:
Complaints Coordinator
National Friendly
11-12 Queen Square
Bristol
BS1 4NT

We will explain our complaints process, review your complaint and try to sort it out for you.

We aim to send you our final response in writing within 3 business days. For more complex complaints this could be between 4 to 8 weeks.

If you're not happy with our response, you can make a complaint to the Financial Ombudsman Service (FOS), who look at complaints between customers and insurers.

This won't affect your legal rights and is a free service to use. You can find out more information at www.financial-ombudsman.org.uk

You can write to the FOS at **Financial Ombudsman Service, Exchange Tower, London E14 9SR**, phone them on **0800 023 4567**, or email them at complaint.info@financial-ombudsman.org.uk

Who you're protected by

You're covered by the Financial Services Compensation Scheme (FSCS). This means in the unlikely event that we can't pay your payout, your chosen person may be able to claim compensation from them.

Full details of what you are protected for can be found at www.fscs.org.uk

You can call them on **0800 678 1100**, or you can write to them at **The Financial Services Compensation Scheme, PO Box 200, Mitcheldean GL17 1DY**

Who we are

National Friendly is the trading name of National Deposit Friendly Society Ltd which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 110008.

You can check this at register.fca.org.uk

How we do things – law, language and currency

In the event of a dispute we will try to solve any disagreements quickly and efficiently. If you are not happy with the way we deal with any disagreement, and you want to take court proceedings, you must do this within the UK.

All correspondence will be in English and all currency used will be in GB pound (£).

If you need your documents in other formats

We're able to give you all documents in Braille, large print or audio.

If you'd like a copy, please contact us using the details on the back page.

Here's how you can contact us

We're here to help

You can call us on:

0333 014 6244 8am-6pm Monday to Friday excluding bank holidays.

Calls from UK landlines and mobiles cost no more than a call to an 01 or 02 number and will count towards any inclusive minutes.

Calls are recorded for training and quality purposes.

Or email us at:

info@nationalfriendly.co.uk

Or visit us at:

www.nationalfriendly.co.uk

Or mail us at:

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