

Income Protection Insurance

Insurance Product Information Document

Company: Eleos Life Limited

Product: Income Protection Insurance

Eleos Life Limited (FRN: 998550) is authorised and regulated by the Financial Conduct Authority and is a company registered in England and Wales (Company Number 14010855), with its registered office at 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ.

This document provides a summary of the key information. Complete pre-contractual and contractual information about this product is provided in the schedule of insurance and certificate of insurance (also known as the policy wording). It is important that you read these documents carefully.

What is this type of insurance?

Income Protection Insurance is designed to help you protect your income if you are unable to work due to an accident, become sick or are made unemployed (depending on the cover options you have chosen). You can choose accident & sickness cover, unemployment cover or both, with a waiting period of 60 or 90 days (this is the number of days you will have to wait before the first monthly payment is due). The waiting period, cover option, monthly benefit and benefit period you have chosen are shown in your schedule.



What is insured?

You must check your schedule to see what cover you have selected along with the corresponding amount insured.

Subject to meeting the conditions of the wording, you are covered for:

- Accident & Sickness Cover and
- Unemployment and Carer Cover

This policy pays benefits in accordance with the policy wording for the following:

- Your monthly income up to a maximum of £2,000 or 65% of your normal gross income, whichever is the lesser. This will be paid for a maximum of 6 or 12 months, depending on the benefit period chosen.



What is not insured?

Accident & Sickness cover

- Any pre-existing medical condition
- Back related conditions where there is no radiological medical evidence of any abnormality or injury
- Mental health conditions where you have not been diagnosed by a consultant or your local mental health trust
- Elective or cosmetic surgery and/or treatments
- Use of alcohol or drugs
- Certain sports and hobbies as stated in the policy wording

Unemployment & Carer Cover

- You are not registered as unemployed with the appropriate government agency and /or do not have a valid Jobseeker's agreement
- You voluntarily leave your employment or retire
- You are dismissed due to any misconduct
- You are working
- Fixed term contracts that end
- Your employment is temporary or seasonal
- Any claims for unemployment arising within the initial exclusion period
- Unemployment due to participating in industrial action, failure to pass a trial or probationary period, expiry of an apprenticeship or training contract or refusal of any offer of alternative employment by your employer
- You are unemployed for any reason other than compulsory redundancy



Are there any restrictions on cover?

- ! You must be working full time for at least 16 hours per week.
- ! You must be over 18 years of age and under 64 at the start date of the cover.
- ! You must be continuously employed for at least 6 months prior to the start date of cover with the same employer.
- ! No benefits are payable for the waiting period chosen.
- ! No benefits are payable for any period for which you have received payment in lieu of notice.
- ! You must not be aware of any impending unemployment or that there is a risk you may become unemployed.
- ! For unemployment cover, you must not be self-employed or a company director.
- ! You must not be off work due to accident or ill health or have taken time off work, due to accident, sickness, illness, or disease, for a period greater than 1 week (5 consecutive working days) in the last 6 months prior to the start date of cover.
- ! You must not be aware of any ongoing enquiry or disciplinary action by your employer or aware of any impending unemployment, risk that you may become unemployed or any circumstances which may lead to you giving up work to become a carer.



Where am I covered?

- ✓ You must be a permanent lawful resident of the England, Scotland, Wales or Northern Ireland.



What are my obligations?

- You must advise us if your circumstances change, particularly if you change address, your income changes, you reduce your working hours to less than 16 hours per week, your employment changes or you are no longer a resident of the UK.
- You must take care to supply accurate and complete answers to all questions asked and to make sure all information supplied is true and correct.
- You must not commit fraud.
- You must comply with all the terms & conditions set out in your policy document.
- You must review your cover on a regular basis to ensure it continues to meet your needs.
- You must pay the premium in full and on time to remain insured.
- In the event of a claim, you must:
 - o Notify and register your claim with ClaimscoG as soon as possible.
 - o Supply and pay for all information or evidence asked for throughout your claim.
 - o Continue to pay the monthly premium for your policy.



When and how do I pay?

The monthly premium is payable on your chosen date and will be collected by debit card or credit card or direct debits from the details you provide.



When does the cover start and end?

The date you cancel the cover, or

The date we choose not to renew your policy or individual cover/s in the event that we determine (in our discretion) that market and / or economic conditions render future pricing thereof prohibitive to you

The date you stop work, retire, reach the age

of 65, or The date you do not pay your

premium, or

The date you die, or

The date you are no longer a resident in England, Scotland, Wales or Northern Ireland, or you are no longer registered with the UK tax authorities, or

You commit insurance fraud or fail to supply information or documentation that we have requested.



How do I cancel the contract?

If you cancel **within 30 days** from the day of purchase or the day on which you receive your policy documentation, we will refund any premiums paid, providing you have not made a claim. **After 30 days** you can cancel at any time but no refund will be applicable in these circumstances. To cancel please contact us:

- o In writing: Eleos Life Limited, 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ
- o Telephone: 0808 196 1113
- o Email: help@eleos.co.uk