



Eleos Income Protection



Key Features Document

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Eleos Income Protection

Eleos Income Protection is arranged by Eleos Life Limited and underwritten and administered by The Shepherds Friendly Society Limited.

Please make sure you read the Key Features Document carefully as it contains the information you need to know, and then keep it safe so you can refer to them in the future.

It is important that you check your plan documents as soon as you receive them to ensure that all the information we hold about you is correct. If you spot any errors or have any questions about your plan, please contact Shepherds Friendly on 0800 526 249. We suggest that you review your cover from time to time to ensure it provides the right level of cover for you.

Thank you for choosing the Eleos Income Protection plan.

What is the purpose of this document?

The Financial Conduct Authority is the independent financial services regulator. It requires us, Eleos Life Limited, to give you this important information to help you to decide whether the Eleos Income Protection 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.

Its aims

The plan aims to provide:

- A regular income for one or two years when you are not able to work (incapacitated) due to illness or injury, no matter how many times you make a claim as long as you are in employment at the date the Incapacity starts. (If you are not working when Incapacity starts, see House Persons Benefit below).
- A choice of when Benefits will commence based on the length of your chosen Waiting Period. The available Waiting Periods for the One-Year Benefit option are: 1 Week, 4 Weeks, 8 Weeks and 13 Weeks. The available Waiting Periods for the Two-Year Benefit option are: 1 Week, 4 Weeks, 8 Weeks, 13 Weeks, 26 Weeks, or 52 Weeks. Your Waiting Period can be found within your Welcome Pack.
- For all Waiting Periods, Benefit is paid if you are totally unable to perform all the essential duties of the job you were in at the date your Incapacity started.
- If you become unemployed after the start of the plan and as a result of an Incapacity, you are unable to perform, without the help of another person, three of the Activities of Daily Living, Shepherds Friendly will pay House Persons Benefit for a maximum of 12 months (see our Terms and Conditions for full details and all requirements).

Your commitment

- To pay your initial and future increased regular monthly premiums for a specified number of years or until the plan ends.
- To give us and Shepherds Friendly (the underwriter) accurate and honest answers to questions we ask about your health and lifestyle at application and at claim.
- To ensure you do not exceed the permitted Benefit level of 70% of income from all sources.
- To review your level of Benefit if your income increases or decreases or if you become unemployed.

Risks

- If you stop paying premiums under this plan, your Benefit will cease.
- If your income increases and you do not review your Benefit level, you may not have sufficient Benefit to meet your needs when you make a claim.
- If your income decreases and you do not review your Benefit level, you may not be able to claim the full amount of Benefit you applied for when the plan started, or you may only be entitled to House Persons Benefit if you are unemployed at the date of Incapacity.
- If you cancel your plan, you will not receive any money back.
- Benefits received from this plan may affect your entitlement to any other Benefit.
- If you do not give us accurate and honest answers about your health and lifestyle, Shepherds Friendly may not pay the Benefit in the event of a claim.
- As the Benefit amount is fixed, this is likely to reduce its value over time due to the effects of inflation.

Questions & Answers

What is Eleos Income Protection?

Eleos Income Protection is primarily designed to provide a short-term monthly Benefit to the self-employed and for anyone who does not receive an income, or only a limited income from their employer in the event they are unable to work due to illness or injury.

The aim of the plan is to replace up to 70% of your pre-Incapacity income in the event you become unable to work because of an illness or injury.

Who can have Eleos Income Protection?

To be eligible to apply for a plan, you must be between 16 and 60 years of age and employed or self-employed.

The maximum term of the Eleos Income Protection plan is up to your 70th birthday. The minimum term of the plan is five years.

You must be subject to UK taxation and hold a UK Bank or Building Society account.

You must be resident and have been resident in the UK for at least 36 months prior to the date of signing the application.

You must be registered and have been registered with a UK Medical Practice for at least 36 months prior to the date of signing the application.

United Kingdom - For the purposes of the plan, the United Kingdom includes the Isle of Man. Please note different tax rules may apply if you are a resident of the Isle of Man.

What are the Benefits of Eleos Income Protection?

This plan will pay Benefits up to the maximum level of the lower of 70% of your annual income or £33,600. The minimum level of Benefits is determined by the requirement to have a minimum monthly premium of £5.

If self-employed, your income is based on the average of the last three years' annual net profit.

One or Two-Year Benefit option - At the start of the plan (but not subsequently), you have the option to set the period in which Benefits are payable to a maximum of one or two years for each claim.

Guaranteed Insurability Option - With the Guaranteed Insurability Option, provided you remain within the maximum levels of Benefits, you can increase your Benefit amount should certain 'life events' such as a mortgage increase, marriage, birth of a child or divorce take place, without you having to complete another full application form.

How long do I have to wait before I receive any Benefit?

The Benefit will be paid after the expiry of your chosen Waiting Period and once your claim has been accepted. The Waiting Period is the length of time from when you become unfit for work and totally unable to carry out your Own Occupation to the date when we start to pay sickness Benefit. Please see section 4 in the Eleos Income Protection Terms and Conditions for details.

There are various Waiting Periods to choose from at the start of the plan. The options are: 1 Week, 4 Weeks, 8 Weeks, 13 Weeks, 26 Weeks and 52 Weeks. (please note, the maximum Waiting Period available on the One-Year Benefit option is 13 Weeks). Confirmation of your Waiting Period can be found within your Welcome Pack.

You can change the Waiting Period after the plan has started (except when you are in claim). However, this may require further underwriting.

What will cause my Benefit payments to stop?

Shepherds Friendly will stop making sickness Benefit payments on the first of any of the following:

1. Your doctor declares that you are able to perform all the essential duties of your Own Occupation.
2. You no longer have any loss of income.
3. The House Persons Benefit term ends.
4. After 26 weeks, if you become Incapacitated in Europe, United States of America or Australia. Or, after 13 weeks, if you become Incapacitated in any other country (outside Europe, United States of America or Australia).
5. If you leave the United Kingdom for continuous periods in excess of 30 days, or for more than 90 days cumulatively in each 12 month period, commencing with the first day Benefits are paid.
6. One year from the start date of your Benefit payments if you have selected the One-Year Benefit option, and two years from the start of your Benefit payments if you have selected the Two-Year Benefit option.
7. You fail to meet the Terms and Conditions of the Eleos Income Protection plan.
8. Your plan end date is reached, or your plan ends.

How are the payment of premiums made?

The premium is payable monthly in advance by Direct Debit.

Between certain ages, premiums are increased each year on the anniversary of the plan in line with your Quote Summary or Premium Illustration document. Rates vary depending on your level of Benefit, age and your chosen Waiting Period.

Premiums are also reviewable at Shepherds Friendly's discretion during the lifetime of the Eleos Income Protection plan. We do not expect this to happen very often, but the underwriter, Shepherds Friendly, reserve the right to do this.

As the Benefit amount is fixed, this is likely to reduce its value over time due to the effects of inflation.

Is waiver of premium included?

Waiver of premium is included in the plan. Once Shepherds Friendly have accepted your claim, they will not collect any premiums for the period commencing 4 weeks after the expiry of the Waiting Period until your claim ends.

What if my circumstances change?

You should review your cover against your income on a regular basis to ensure that the plan still meets your needs.

If your circumstances change, you must tell Shepherds Friendly. For example; if your earnings reduce or increase, you become unemployed, if you change employment, or change how you work (e.g. employed to self-employed), you must let Shepherds Friendly know by contacting the Shepherds Friendly Member Services team, please see page 14 for contact details. See section 17 in our Terms and Conditions for more details on the Guaranteed Insurability Option.

What is the House Persons Benefit?

If you become unemployed, you will only be entitled to House Persons Benefit (subject to meeting the criteria), which is restricted up to a maximum Benefit level of £1,400 per month payable for a maximum period of 12 months. This is a reduced Benefit for a reduced payment term. (See the Eleos Income Protection Terms and Conditions for details).

Can I apply for a Career Break?

You may apply to suspend cover and premium payments under your plan for a minimum continuous period of three months and up to a maximum continuous period of 24 months. This is known as a 'Career Break'. You will not be able to make a claim or request any changes to your plan during a Career Break. (See our Terms and Conditions for details).

What happens if I stop paying my premiums?

Please be aware that you are responsible for making sure that you keep your payments up to date.

If you do not pay your premiums:

- Shepherds Friendly will not pay the Benefit when you make a claim.
- Your plan and your cover will end automatically and with immediate effect after failure to make a premium payment on the third consecutive due date.

The plan has no cash in value.

Once I have applied what if I change my mind?

Once we have received and processed your application, we will send you the plan documents. Included with these will be a “right to cancel” notice.

If you are not happy that you have done the right thing, then just return this notice to us or Shepherds Friendly within 30 days and Shepherds Friendly will then refund any premiums paid, unless you have been paid Benefits during this period.

You can cancel any time after the first 30 days, but you will not be refunded any premiums you have paid.

If you wish to cancel the plan, contact us via email on support@witheleos.com. Alternatively, you can contact the underwriter of the plan by email on members@shepherdsfriendly.co.uk.

What are Exclusions?

There are certain circumstances where Shepherds Friendly will not pay out on a claim. For example, they will not pay Benefit for an injury or illness caused by or arising out of an activity on the Dangerous Hobbies list, war, an invasion, hostilities, cosmetic surgery for non-medical reasons, or by taking part in a dangerous activity and failing to use the correct equipment or undertaking and utilising appropriate training.

For a full list, please see the Terms and Conditions.

You may also have Personal Exclusions placed upon your plan which are reviewable. Please see your Plan Summary for further details and sections 5 and 14.3 in the Terms and Conditions for terms.

What about Tax?

Under current legislation and HMRC practice, Benefits payable under this plan are normally free from Income Tax and Capital Gains Tax for UK residents. The tax treatment of the plan may change in the future.

Please note: Different tax rules may apply if you are resident in the Isle of Man.

How can I make a claim?

As soon as you think you may need to make a claim, please contact Shepherds Friendly by phone on 0800 526 249. The Shepherds Friendly Claims team will explain the claims process and send you a claim form or, alternatively, you can visit the website at shepherdsfriendly.co.uk/help-and-support/. By completing the claim form online, you can upload the necessary information for the Claims team to assess your claim. At this point Shepherds Friendly may ask for evidence of your earnings and your health.

Please notify Shepherds Friendly as soon as possible if you have an illness or injury which you think might lead to a claim in due course.

If you are late in submitting a claim, Shepherds Friendly will make the first payment as soon as possible, this will not be backdated to the start of the illness. However, this condition will not apply if your Incapacity has physically prevented you from meeting this, or if you have been confined in hospital.

Please also remember that the Waiting Period commences from the first date of your illness or Incapacity and not from the date Shepherds Friendly receive your claim form.

Where can I find out more?

When your Eleos Income Protection plan starts, we will send you the full Terms and Conditions; these explain how the Eleos Income Protection plan works. If you would like to see these Terms and Conditions before you apply, please contact us:

Phone: 0808 196 1113

Email: support@witheleos.com

Web: witheleos.com/legal/income-policy-terms

More information

Claims - to make a claim please contact Shepherds Friendly by phone on 0800 526 249 and ask for the Claims department. They will explain the claims process and send out a claim form.

Cancellation Rights - after we accept your application, Eleos will send you a notice of your right to cancel. You will then have 30 days to change your mind and leave the plan.

Complaints - if you want to make a complaint; please contact:

Eleos, 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ.

Phone: 0808 196 1113

Email: support@witheleos.com

Alternatively, you can also contact the underwriter of this plan, Shepherds Friendly, to make a complaint: Compliance Officer, Shepherds Friendly, Haw Bank House, High Street, Cheadle, Cheshire SK8 1AL.

Phone: 0161 428 1212.

Email: complaints@shepherdsfriendly.co.uk

If we or Shepherds Friendly don't deal with your complaint to your satisfaction you can complain to the: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Phone: 0845 080 1800

Making a complaint will not affect your right to take legal action.

Financial Services Compensation Scheme (FSCS) - Shepherds Friendly are covered by the FSCS, which means you may be entitled to compensation under the terms of the scheme if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim.

For long-term plans such as this, the scheme covers 100% of the claim with no upper limit. Further information about the scheme is available from the FSCS - Visit: fscs.org.uk or call: 0800 678 1100.

Financial crime - Eleos and Shepherds Friendly will take measures to protect members against financial crime. We may need proof of identification on application and Shepherds Friendly may need proof for claims. If required we, or Shepherds Friendly, may gather this proof by electronic means, for example checking Electoral Registers.

Tax - information that we provide in this leaflet about taxes in the UK is based on our understanding of current laws and HM Revenue and Customs practice which may change in the future.

The Data Protection Act - you have the right to ask to see any personal information which we, Eleos, may hold about you and to have any mistakes in this information corrected. You can do this by emailing support@witheleos.com. There may be a charge for this.

You have the right to ask to see any personal information which the underwriter, Shepherds Friendly, may hold about you and to have any mistakes in this information corrected. You can do this by writing to the Shepherds Friendly Data Protection Officer at their Head Office. Contact details can be found on page 14. There may be a charge for this.

Law - the plan is governed by the laws of England and Wales.

Contact details

For more information please contact:

Eleos

Address: 71-75 Shelton Street, Covent Garden, London,
United Kingdom, WC2H 9JQ

Phone: 0808 196 1113

Email: support@witheleos.com

Website: witheleos.com/legal/income-policy-terms

Shepherds Friendly

Address: Haw Bank House, High Street, Cheadle, Cheshire, SK8 1AL

Phone: 0800 526 249

Email: info@shepherdsfriendly.co.uk

Website: shepherdsfriendly.co.uk

Eleos Life Limited (FRN: 979255) is an appointed representative of Innovative Risk Labs Ltd which is authorised and regulated by the Financial Conduct Authority. Eleos Life Limited 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

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