



## Key Features

# Eleos Term Life Insurance



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## Important Note on Defined Terms

Words and phrases that appear in **Bold** and with an initial capital letter (for example, **Policy**, **Sum Assured**) are **Defined Terms**. They have the exact meaning set out in the **Policy Wording** and should be interpreted in the same way whenever they appear in this **Key Features Document**.

## Introduction

We are your **Policy Administrator**, as identified in your **Policy Schedule**.

This **Key Features Document** ("**Document**") is designed to give **You** a clear, concise summary of what the Eleos Term Life Insurance policy ("**Policy**") offers, how it works and the main risks involved. It must be read together with the full **Policy Wording**, **Schedule** and any **Endorsement** issued by the **Insurer**. Those documents, taken together, form the legally binding insurance contract. If anything in this **Document** conflicts with the **Policy Wording**, the wording of the **Policy** will prevail.

If **You** are unsure whether this **Policy** meets **Your** needs, speak to a suitably qualified independent financial adviser before applying. Please take note that all information provided by **Us** and the **Insurer** does not constitute financial advice or a personal recommendation. **You** should decide for **Yourself** whether any product meets **Your** own insurance needs.

## Summary of Cover

Feature	Summary
<b>Type of Cover</b>	Term life assurance providing a one-off lump-sum ( <b>Sum Assured</b> ) on <b>Death</b> or diagnosis of a <b>Terminal Illness</b> during the <b>Period of Cover</b> .
<b>Basis</b> <b>Currency</b>	Single-life, non-investment, non-participating. Pounds sterling (GBP).
<b>Provider</b>	1Edge Insurance PCC Limited acting for its cell, 1Edge Insurance Cell 2 (" <b>Insurer</b> ").
<b>Maximum Benefit</b> <b>Premiums</b>	As stated in the <b>Schedule</b> (subject to underwriting limits). Payable monthly in advance; level and guaranteed for the whole <b>Period of Cover</b> .
<b>Surrender Value</b>	None – the <b>Policy</b> has no cash-in value at any time.

## Eligibility Criteria

- **You** must be permanently resident in the United Kingdom on the **Commencement Date**.
- Minimum entry age: 18.
- Maximum entry age: 59 on the **Commencement Date** (the last day **You** can apply is the day before your 60<sup>th</sup> birthday).
- The chosen **Period of Cover** must:
  - be at least five (5) years in length;
  - end no later than the **Policy** anniversary after the **Life Assured's** 69<sup>th</sup> birthday;
  - not exceed twenty (20) years in total.

Applications that fall outside these limits will not be accepted.

## Your Commitment

By taking out this **Policy**, **You** agree to:

1. Give complete, accurate and honest answers to all questions asked during the application process.
2. Pay every **Premium** when due. Failure to do so may cause the **Policy** to lapse (please refer to the relevant section in **Your Policy Wording** for further details).
3. Tell **Us** straight away if any information given in the application changes before cover starts.
4. Keep **Us** informed of changes to **Your** postal or email address during the **Period of Cover**.
5. Review the level of cover periodically to ensure it continues to meet **Your** needs.

## Key Risks

- No cash value: the **Policy** only pays out on a valid claim; it does not build up any savings or investment value.
- Non-disclosure or misrepresentation: providing incomplete, false or misleading information may lead to a claim being reduced, rejected or the **Policy** being treated as if it never existed.
- Suicide exclusion: no benefit is payable if the **Life Assured** dies by **Suicide** or intentional self-inflicted injury within twelve (12) months of the **Commencement Date**.
- Premium lapse: if **Premiums** are not paid on time the **Policy** will lapse and cover will cease. **Your** estate would then receive no benefit if the **Life Assured** dies after the lapse date.
- Sanctions & legal constraints: the **Insurer** cannot pay a claim if doing so would breach any applicable law or financial sanction.

## What Your Policy Covers

- A lump-sum **Sum Assured** is payable if the **Life Assured**:
  - dies during the **Period of Cover**; or
  - is diagnosed, during the **Period of Cover**, with a **Terminal Illness** that a **Medical Professional** confirms is expected to lead to death within twelve (12) months.
- Provided all due **Premiums** have been paid, cover continues unchanged for the entire **Period of Cover**.
- The benefit is paid to the person legally entitled (e.g. **Policyholder**, trustee, assignee or the **Life Assured's** estate) as shown in the **Schedule** or proven at claim stage.

## Main Exclusions (When the Policy will not pay)

Exclusion	When it applies
<b>Suicide</b>	<b>Death</b> caused by <b>Suicide</b> or intentional self-injury within the first 12 months of the <b>Commencement Date</b> .
<b>Missed Premiums</b>	No claim is payable for events occurring after the <b>Policy</b> has lapsed due to unpaid <b>Premiums</b> .
<b>Terminal Illness prognosis &gt; 12 months</b>	A diagnosis where life expectancy exceeds 12 months does not meet the <b>Terminal Illness</b> definition.
<b>Misrepresentation / Fraud</b>	Claim may be refused, benefit reduced or <b>Policy</b> cancelled if information provided was false, incomplete or misleading.
<b>Sanctions breach</b>	No payment can be made where prohibited by sanctions or other applicable laws.
<b>Eligibility breach</b>	If date-of-birth correction shows the <b>Life Assured</b> was outside the eligibility limits or if a false non-smoker declaration was made, the <b>Policy</b> may be void and <b>Premiums</b> refunded.

Full details of all exclusions and limitations are set out in the **Policy Wording**.

## Premiums, Lapse & Reinstatement

- **Premiums** are due monthly in advance from the **Commencement Date** until the earlier of the **Relevant Event** or the end of the **Period of Cover**.
- You have **30 Calendar Days** from each due date to pay. If payment is still outstanding after this period:
  - the **Insurer** may issue a 30-day written notice demanding payment; and
  - if the **Premium** is not paid within that notice period, the **Policy** will lapse and all benefits will cease.
- **Reinstatement:** Within **60 Calendar Days** of lapse **You** may request reinstatement by:
  - completing a 'Declaration of Continued Good Health' form (and providing any additional information, if requested); and

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This product is underwritten by 1Edge Insurance PCC Limited acting on behalf of its cell, 1Edge Insurance Cell 2 ("1Edge") and is licensed to carry on international long-term insurance business by the Guernsey Financial Services Commission ("GFSC") with GFSC reference number: 2771296. Recourse in respect of liabilities owed to a creditor is restricted to the available assets of the Cell for the time being without recourse against the core assets of 1Edge or the assets of any other protected cell of 1Edge. 1Edge's registered address is Suite 1 North, 1st Floor, Albert House, South Esplanade, St Peter Port, Guernsey, GY1 1AJ.

Eleos Life Limited (FRN: 998550) 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.

- paying all overdue **Premiums**. If accepted, cover restarts on the original terms without a new qualifying period.

## Cancellation Rights

- **Cooling-Off Period:** **You** may cancel within **30 Calendar Days** of the **Commencement Date** (or of receiving Your documents, whichever is later) and receive a full refund of any **Premium** paid, provided no claim has been made or notified.
- After the **Cooling-Off Period:** **You** can cancel at any time by writing to **Us**. Cover ends immediately; a pro-rata refund of any unused portion of the latest monthly **Premium** will be made, provided no claim has been made.
- The **Insurer** may cancel the **Policy** by giving **30 Calendar Days'** written notice for a valid reason (for example, non-payment of **Premiums**).

## Making a Claim

1. Contact **Us** using the details in **Your Schedule** to obtain a claim form or **You** can find the claim form on **Our** website in the Claims section.
2. Return the completed form together with:
  - the original death certificate (or certified copy issued by the General Register Office);
  - any additional evidence reasonably required (medical reports, proof of age, coroner's reports, etc.).
3. Claims are assessed promptly and sympathetically. Provided all requirements are met, payment is normally made within **7 Business Days** of acceptance and once all relevant claims forms and supporting documentation have been provided.
4. Claims may be submitted up to **60 Calendar Days** after the **Policy** has lapsed, as long as the **Relevant Event** occurred while the **Policy** was in force.

## Taxation & Trusts

- The **Sum Assured** is currently free from UK Income Tax and Capital Gains Tax but may form part of the **Life Assured's** estate for Inheritance Tax purposes.
- You may place the **Policy** in trust to help ensure the benefit is paid quickly to chosen beneficiaries and potentially mitigate Inheritance Tax. Seek independent legal advice if a trust may be appropriate.

## Law, Jurisdiction & Currency

- This **Policy** is governed by the laws of England and Wales and is subject to the non-exclusive jurisdiction of the English courts. Matters specific to the **Insurer** as a Guernsey protected cell company are governed by Guernsey law.
- All amounts are payable in Pounds Sterling.

## Data Protection

**We** and the **Insurer** are joint data controllers. **Your** personal data required to underwrite, administer and service **Your Policy** in accordance with data protection law will be collected and processed by the joint data controllers. Full details are provided in the respective **Privacy Notices**, which can be accessed via the links and web addresses provided in **Your Schedule** and **Policy Wording**.

## How to Complain

If **You** are dissatisfied with any aspect of the sale or administration of **Your Policy**, please contact the **Us** first using the details in **Your Schedule**. If **You** remain unhappy, **You** may be able to refer the matter to the **UK Financial Ombudsman Service**. Complaints about the **Insurer** may be referred, if eligible, to the **Channel Islands Financial Ombudsman** once the **Insurer** has had the opportunity to respond.

## Contact Details

- **Insurer:** 1Edge Insurance PCC Limited (Cell 2)  
**Post:** Suite 1 North, 1st Floor, Albert House, South Esplanade, St Peter Port, Guernsey, GY1 1AJ  
**Tel:** 0207 8469 946  
**Email:** [hello@ledgeinsurance.gg](mailto:hello@ledgeinsurance.gg)  
**Office hours:** 09:00 – 17:00 Monday–Friday (excluding Bank Holidays)
- **Administrator:** Eleos Life Insurance  
**Post:** 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ  
**Tel:** 0808 196 1113  
**Email:** [help@eleos.co.uk](mailto:help@eleos.co.uk)



## Frequently Asked Questions

A concise Q&A section covering application, premiums, changes of circumstance, cancellation, claims and taxation is provided at the end of this **Document** for ease of reference.

### VERSION CONTROL

*Key Features Document version: 2.0 8<sup>th</sup> September 2025*

***Please retain this Document with Your other Policy Documents for future reference.***

## Questions & answers - Eleos Term Life

### How do I apply?

Complete the online customer journey and application form.

### What is the minimum age that I can apply for this Policy?

**You** must be at least 18 years old at the time of application to be eligible for this **Policy**.

### What medical information will You require?

There is no requirement for a full medical examination. **You** will only need to truthfully answer a series of health-related questions during the application process.

### Will the premiums ever increase?

No. Once **Your** application has been accepted, the **Premium You** pay at the start of the **Policy** is fixed and guaranteed for the entire **Period of Cover**. It will not increase, regardless of any changes to **Your** health, age, or circumstances.

### What will happen if I miss a monthly premium?

If **You** miss a monthly **Premium**, **You** will have **30 Calendar Days** from the scheduled payment date to make the payment. If the **Premium** is not received within this **30-day period**, Your **Policy** will lapse and **Your** cover will end. No benefit will be payable for any claim arising after the **Policy** has lapsed.

### Can I increase the sum assured?

No. Once **Your Policy** has started, the **Sum Assured** cannot be increased. If **You** require additional cover, **You** would need to apply for a new policy, subject to eligibility and underwriting at the time of application.

### Can I reduce the sum assured?

No. The **Sum Assured** is fixed at the start of the **Policy** and cannot be reduced during the **Policy** term.

### Can I extend the period of the Policy?

No. The duration of the **Policy** is fixed at the outset and cannot be extended once the **Policy** has commenced. If **You** wish to have further cover beyond the original term, **You** will need to apply for a new **Policy**, subject to eligibility and underwriting at that time.

### Can I cancel the Policy without incurring any cost?

Yes. **You** can cancel the **Policy** within **30 Calendar Days** of receiving **Your Policy Documents** and will receive a full refund of any **Premiums** paid, provided no claim has been made. If **You** cancel after this period, **Your** cover will end but no **Premium** already paid will be refunded.

### What fees or charges do I have to pay?

There are no additional fees or charges payable under this **Policy** other than **Your** monthly **Premium**. All costs associated with the cover are included in the **Premium** quoted at the time of application.

### What happens if the life assured dies during the period of the Policy?

If the **Life Assured** dies during the term of the **Policy**, a lump sum benefit equal to the **Sum Assured** will be paid to the person legally entitled to receive it, such as a named beneficiary, trustee, assignee, or the estate of the **Life Assured**, subject to the terms and conditions of the **Policy**.

The person handling the **Life Assured's** affairs should notify **Us** using the contact details provided in **Your Policy** documents. A claims form will be issued and must be completed and returned along with the relevant documents.

Depending on the nature and circumstances of the claim, the **Insurer** may also require some or all of the following:

- Proof of who legally owns the **Policy**
- Relevant medical reports or records
- Coroner's or police reports
- Any other information reasonably required to assess the claim

Claims are assessed promptly and sensitively in accordance with the **Policy** terms.

### Is the Sum Assured taxable?

The lump sum benefit paid under this **Policy** is not subject to Income Tax or Capital Gains Tax. However, it may form part of the deceased's estate for Inheritance Tax purposes. **You** may wish to seek independent tax advice based on **Your** personal circumstances.

## Can I place the Policy in Trust?

Yes, this **Policy** can be placed in trust, which may help ensure that the benefit is paid directly to **Your** chosen beneficiaries and may assist in mitigating potential **Inheritance Tax** liabilities. **You** should speak to **Your** legal adviser for guidance on placing the **Policy** in trust.

## How do I contact my Insurer?

**You** may contact the **Insurer** in the following ways:

**Tel:** 0207 8469 946

**Email:** [hello@1Edgeinsurance.gg](mailto:hello@1Edgeinsurance.gg)

**Office hours:** 09h00 to 17h00 Mon – Fri (Excluding Bank Holidays)

## How do I contact my Policy Administrator?

**You** may contact the **Administrator** in the following ways:

**Tel:** 0808 196 1113

**Email:** [help@eleos.co.uk](mailto:help@eleos.co.uk)

## Underwriter

The **Policy** is issued by 1Edge Insurance PCC Limited acting on behalf of its cell, 1Edge Insurance Cell 2, which is licensed to carry on international long-term insurance business by the **GFSC** – **GFSC** Ref. No. 2771296. 1Edge Insurance PCC Limited is a protected cell company with liability limited by shares incorporated in Guernsey under the Companies (Guernsey) Law, 2008, as amended. Recourse in respect of the Insurer's liability under this insurance contract is restricted to the available assets of the Cell for the time being without recourse against the core assets of 1Edge Insurance PCC Limited or the assets of any other protected cell of 1Edge Insurance PCC Limited.

## Complaints

If **You** are unhappy with any element of the service concerning the sale and administration of **Your Policy**, please contact **Us** using the contact details set out in **Your Schedule**.

We will acknowledge receipt of **Your** complaint in writing within 5 working days and will provide a response at that time if possible. If a full response cannot be provided within this period, **We** will provide a copy of its complaints procedure (available on our website or on request), along with further details of when **You** can expect a full reply.

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If **We** are unable to resolve Your complaint to **Your** satisfaction, **You** may be eligible to refer **Your** complaint to the **FOS**.

The **FOS** is an independent and free-to-access service in the UK that helps settle disputes between consumers and financial services firms. More information is available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or in **Our** complaints procedure.

If **You** wish to complain about the Insurer and its services, please contact:

**Company:** 1Edge Insurance PCC Limited

**Address:** Suite 1 North, 1st Floor, Albert House, South Esplanade, St Peter Port, Guernsey,  
GY1 1AJ

**Tel:** 0207 8469 946

**Email:** [hello@1Edgeinsurance.gg](mailto:hello@1Edgeinsurance.gg)

**Office hours:** 09:00 to 17:00 Monday – Friday (Exc. Bank Holidays)

## Private individuals

- If **You** are: an individual consumer (whether or not **You** are in the Channel Islands)

If **You** remain dissatisfied after the **Insurer** has considered **Your** complaint or if they have not provided a response within 3 months, **You** have the right to refer **Your** complaint to the Channel Islands Financial Ombudsman:

### Channel Islands Financial Ombudsman

**Address:** PO Box 114, Jersey, Channel Islands, JE4 9QG

**Tel:** +44 1534 748610 International

**Fax:** +44 1534 747629

**Email:** [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org)

**Web:** <https://www.ci-fo.org/>

## Financial Compensation if we or the Broker fail

### Policy Administrator

**We** are covered by the **FSCS**. This means **You** may be entitled to compensation from the scheme if **We** cannot meet **Our** obligations. This depends on **Your** individual circumstances and the specific circumstances under which a claim for compensation arises. Further information is available from the **FCA** or the **FSCS**, which can be visited at [www.fscs.org.uk](http://www.fscs.org.uk) or contacted on 0207 892 7300.

### Insurer

The **Insurer**, is not covered by the **FSCS**. This means **You** will not be entitled to compensation from the **FSCS** if we the **Insurer** is unable to meet their obligations. There is no equivalent compensation scheme available to **You** under Guernsey law or via the **GFSC**.

However, in accordance with Guernsey regulatory requirements, the **Insurer** maintains a robust policyholder protection regime. This includes the appointment of an independent, Guernsey-based trustee who holds assets representing at least 90% of any policyholder liabilities in trust, with a duty to report directly to the **GFSC**. Additionally, under Guernsey law, policyholder claims have statutory priority over other creditors in the event.