Income Protection Insurance
Insurance Product Information Document

Company: Trent-Services (Administration) Ltd **Product: Realm Value Income Protection**

This Insurance is administered by Trent-Services (Administration) Ltd, who are authorised and regulated by the Financial Conduct Authority (Firm reference number 315285). This Insurance is underwritten by Arch Insurance (UK) Limited, 4th Floor, 10 Fenchurch Avenue, London, EC3M 5BN. Arch Insurance (UK) Limited are authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and Financial Conduct Authority, with the firm reference number 229887.

This document is a summary of the key information relating to this Income Protection Insurance. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as reasonably practicable if any of the information is incorrect.

What is this type of insurance?

This is an Income Protection Insurance to help protect a proportion of your monthly income if you become unemployed through no fault of your own or you cannot work due to an accident or sickness, depending on the cover options that you choose.

What is insured?

You can choose to buy:

- ✓ Accident, Sickness & Unemployment cover for up to a maximum of 12 monthly benefit payments; or
- ✓ Accident, Sickness & Unemployment cover for up to a maximum of 6 monthly benefit payments; or
- ✓ Unemployment only cover for up to a maximum of 6 monthly benefit payments

Your choice will be shown on your policy schedule.

You will receive a monthly payment, subject to the cover you have selected and the limits of the policy if:

- ✓ You are unable to work due to an accident, if you have selected accident & sickness cover as part of your policy.
- ✓ You are unable to work due to sickness, if you have selected accident & sickness cover as part of your policy.
- ✓ You are made unemployed directly due to circumstances beyond your control (involuntary unemployment), if you have selected unemployment cover as part of your policy.

What is not insured?

For a full list of what is and isn't covered please refer to the accident & sickness exclusions and/or the unemployment exclusions (depending on the cover you have selected) and the general exclusions that apply to all covers shown in the policy wording,

Accident and Sickness:

- ✗ Your benefit will not be paid for accident or sickness if you are receiving unemployment benefit under this policy.

Payment will not be made if you are unable to work or can no longer work due to the following:

- ✗ A medical condition for which you have suffered from symptoms or received treatment from a doctor or consultant in the 12 month period immediately prior to the start date.
- ✗ A medical condition that might prevent you from working, which you were aware of prior to taking out this insurance.
- ✗ Deliberate or self - inflicted accident or sickness.
- ✗ Medical operations or treatments which are not medically necessary.
- ✗ an accident or sickness condition related to stress, anxiety, depression or any mental or nervous disorder unless you are referred to a consultant psychiatrist by your doctor and, provided that the condition solely prevents you from working.
- ✗ an accident or sickness due to back or spinal related conditions unless there is radiological medical evidence of abnormality, visible wound or contusion confirmed by a doctor or a consultant which certifies that the condition prevents you from working.
- ✗ alcohol, solvent abuse or drugs.

Unemployment:

- ✗ Benefit will not be paid for unemployment if you are receiving accident & sickness benefit under this policy.

Payment will not be made if you are unable to work or can no longer work due to the following:

- ✗ Voluntary unemployment.
- ✗ Unemployment as a result of your misconduct.
- ✗ Any cause that you were aware of prior to taking out this insurance.
- ✗ You are receiving payment in lieu of notice.
- ✗ You have not been working for at least six (6) consecutive months prior to the policy start date.
- ✗ You are made unemployed as a result of participating in any industrial action.
- ✗ You are self-employed or you are made unemployed from a business where you can control the affairs of the business you work for because you or a relative or a member of your household individually or jointly have a controlling interest in that business.
- ✗ Your unemployment occurs while you are working outside the United Kingdom for a period intended by you to be more than 90 days—this exclusion will not apply if your reason for leaving the United Kingdom is because you:

a) Work for the British Armed Forces; or
b) Work as a Civil Servant in a British Embassy or Consulate.

Are there any restrictions on cover?

! The amount paid each month is dependent upon the level of cover you selected and stated on your policy schedule.
! The maximum monthly payment is £1,500 or 65% of your normal monthly Income whichever is the lower.
! The maximum number of monthly payments is 6 or 12 and will be shown on your policy schedule.
! The accident or sickness that prevents you from working must be certified by a doctor or consultant in the UK.
! Payments will not commence until any excess period has expired.
! No monthly benefit will be due until the applicable excess period you selected and as shown on your policy schedule has passed, subject to the terms and conditions of the policy.
! No payments will be made if the cause of your unemployment arises during the 120 day initial exclusion period.
! No payments will be made if the cause of your accident or sickness arises during the 5 day initial exclusion period.
! No payments will be made for unemployment unless and until you have registered and signed on at a Job Centre or any equivalent benefit office in the United Kingdom.

In addition to the above:

You cannot be covered under this policy if:

! You are in casual, temporary, seasonal or contract employment (including zero hour contracts).
! There is no cover under any section of this policy if you are self-employed or are engaged in any self - employed activities of any kind, whether on a full-time or part-time basis. This applies regardless of whether you have registered as self-employed with HM Revenue and Customs or not.
! On the start date you are not in the course of applying for a residential mortgage, or do not have a residential mortgage in place.

Where am I covered?

✓ You are covered whilst you work and permanently reside in the United Kingdom.

What are my obligations?

- You should take reasonable care to give us complete and accurate answers to any questions we reasonably ask whether you are taking out or making changes to your policy.
- You should also tell us about any changes to your circumstances that may require us to change the terms.
- You should tell us about any incident that may result in a claim as soon as reasonably practicable so we can tell you what to do next and help resolve any claim.
- If you need to make a claim, you must give us all the information we need.

When and how do I pay?

- You can pay your premium in monthly instalments.

When does the cover start and end?

- The start and end dates of your cover are the dates you selected on your application and will be shown on your insurance policy schedule.

How do I cancel the contract?

- You can cancel your cover under this policy by writing or emailing the Administrator within thirty (30) days from either the start date as shown on your certificate of insurance or the date you receive this policy, whichever is the later and we will refund any premium you have paid, provided that you have not made a claim under this policy or are not aware of circumstances giving rise to a claim under this policy. After the thirty (30) day period described in the paragraph above you may cancel your cover under this policy by writing to the Administrator. Your cover will cease on the date we receive your request in writing. No refund of premium will be made if you cancel your cover under this policy more than thirty (30) days from either the start date as shown on your certificate of insurance or the date you receive this policy, whichever is the later.