



Life Cover

Individual Policy Document

When it comes to Life Cover
there is an easier way...



This insurance is not valid unless
your schedule is attached

Life Cover Individual Policy Document

Table of Contents

1. Are you eligible?.....	1
2. The laws that apply.....	1
3. Data Protection Act 1998	1
4. Paying premiums	1
5. Cancelling your covers - your statutory cancellation rights.	1
6. Cover Provided.....	2
7. Exclusions – circumstances when you cannot claim	2
8. General Conditions.....	2
9. Making a claim.....	3
10. Fraud.....	3
11. To contact us about making a claim	3
12. Making yourself heard	4
13. Financial Services Compensation Scheme (FSCS)	4
14. Definitions.....	5

Life Cover Individual Policy Document

Welcome to your Life Cover Policy Document

LifeShield cover provides guaranteed cash sum if **you** die during the term of cover. Please see **your** Schedule of Insurance for confirmation of **your benefit** amount. This document gives full details of the cover provided by this **policy**. This document, together with the Schedule of Insurance, confirms that insurance has been agreed between **you** and the insurer. The insurer agrees to insure **you** in accordance with the terms and conditions detailed in this policy document.

Life Cover is underwritten 100% by Lloyd's Syndicate 779. The Lloyd's Managing Agent for Lloyd's Syndicate 779 is ANV Managing Agency Limited (Registered Number 04434499) which is entered in the Register of Lloyd's managing Agents. ANV Managing Agency Limited is authorised and regulated by the Financial Conduct Authority and entered on its register under number 226696.

LifeShield cover is arranged by **Compass Underwriting Limited**. **Compass** is a private company limited by shares incorporated in England under registered number 3332314. **Compass Underwriting Limited** is authorised and regulated by the Financial Conduct Authority under register number 304908 which can be checked at www.fca.org.uk/firms/systems/reporting/register/search or by calling them on 0800 111 6768. English Law applies to this **policy** unless **you** have asked for another law and we have agreed to this in writing before the **start date**.

1. Are you eligible?

We will cover **you** under this **policy** if **you** and/or any **family members**:

- permanently reside in the **United Kingdom**; and
- **you** are aged between 18 and 61 at the **start date**; and **your family members** are between the age of 1 year and 61 at the **start date**.

2. The laws that apply

You and **we** are free to choose the laws that apply to this **policy**. As **we** are based in England, **we** will apply the laws of England and Wales and by purchasing this **policy**, **you** have agreed to this.

3. Data Protection Act 1998

Please note that any information provided to **us** will be processed by **us** and **our** agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties.

4. Paying premiums

- a) **You** can pay the full annual **premium** for this **policy** at the **start date**. However, if **you** chose to pay for **your** cover by monthly direct debit through **Compass**, there is an administration fee of 10% which is payable to LifeShield Ltd to cover administration costs. This fee is included in the monthly **premiums** and a breakdown of costs will be shown on **your** Schedule of Insurance.

You must provide **your** bank details to **Compass** who will collect **your** direct debit each month. This **policy** will automatically end if **you** miss any payments or **you** fail to comply with the terms set out in **your** agreement with **Compass Underwriting Limited**. **You** can re-apply to take out this insurance again.

In return for accepting **your premium**, **we** will pay **you** the stated **benefit** (**we** describe this in the following pages).

5. Cancelling your covers - your statutory cancellation rights.

You can cancel this **policy** at any time by writing to **Compass** at the following address.

Compass Underwriting Limited

50 Mark Lane
London EC3R 7QR

Tel. 020 7398 0100

Fax. 020 7398 0109

or email: info@compassuw.co.uk

If **you** cancel within 30 days of when **you** receive **your policy** document, **we** will refund any **premium you** have paid as long as **you** have not made any eligible claims.

Cancelling outside the statutory period

You can cancel this **policy** at any time by sending **your** Schedule of Insurance to the address above (under section 5 'Cancelling **your** cover – **your** legal cancellation rights') and asking in writing for **your policy** to be cancelled. **We** will cancel the insurance on the day **we** receive **your** request. **We** will not refund any unused **premium**. **You** will be responsible for cancelling the direct debit arrangement with **Compass Underwriting Limited**.

We have the right to cancel the **policy** by giving **you** 90 days written notice. **Compass** will send this by registered post to the last address **you** gave **us**. **We** will work out any **premium** refund in line with the above paragraph.

Life Cover Individual Policy Document

6. Cover Provided

We will pay the lump sum **benefit** as set out in **your** Schedule of Insurance up to a maximum of £100,000 upon **your** death – depending on **your** age at **your** next birthday at the beginning of the **contract period**. If **you** are over 55 then **we** will only pay up to a maximum lump sum **benefit** of £50,000.

The sum assured will only be paid once.

A **benefit** of £5,000 is payable in the event of a death of a child(ren), if included under this plan, up to a maximum of 4 children.

7. Exclusions – circumstances when you cannot claim

- a) We will not pay for any **pre-existing medical condition**. This exclusion will not apply if **you** remain symptom free and do not seek **treatment** or medical advice for a continuous period of 24 months
- b) We will not pay for any death claims caused directly or indirectly by:
 - i. suicide, attempted suicide or deliberate self-inflicted injury, regardless of the state of **your** medical health.
 - ii. or as a result of alcohol or solvent abuse, or the taking of drugs except under the direction of a registered medical practitioner.
 - iii. nuclear contamination, biological contamination or chemical contamination, war (whether declared or not), act of foreign enemy, invasion, civil war, riot, rebellion, insurrection, revolution, overthrow of a legally constituted government, explosions of war weapons or any event similar to one of those listed.

8. General Conditions

You must comply with the following conditions to have the full protection of **your policy**. If **you** do not comply with them, **we** may at **our** option cancel the **policy**, or refuse to deal with **your** claim or reduce the amount of any claim payment.

a) How long your cover lasts

This **policy** lasts for a period of 12 months from the **start date**. For each **contract period**, **your premiums** and **policy** terms are fixed, however for each new **contract period** **we** may change either the **premiums** **you** pay or the cover provided by the **policy**; and/or the conditions of **your** cover. If **we** change the **premiums** **you** pay, **we** will send one month's notice to the **policyholder** at **your** last known address. If **we** change **your** cover, **we** will write to the **policyholder** to tell **you** about the changes.

The **premiums** are guaranteed not to change for 5 years from the original **start date** of **your policy**.

b) When cover ends

All cover will end when:

- **you** die;
- **your policy** is due for renewal after **you** reach the age of 68;
- **you** stop permanently residing in the **UK**;
- **you** or **we** cancel this **policy** as shown in Section 5; or
- **you** stop paying **your premium** or **your** outstanding **premium**, whichever is earlier.

c) Transferring this policy (assignment)

You cannot transfer this **policy** to someone else. **We** will only pay **benefit** to **your** estate whose **receipt** will be a discharge to **us**. 'Discharge' means that when **we** make a payment for a section of a claim to **your** estate, this will be the end of **our** legal responsibilities for that section of cover.

d) Adding family members

If **you** also arrange cover for **your** partner, **you** will still be the one registered as the **policyholder** and **your** partner cannot have separate membership for himself or herself. If **you** are single when you join the scheme, and **you** later get married, or live with a partner, and **you** wish to add them to **your** cover, contact **us** with details of **your** partner's name and his or her date of birth. When **we** receive these details, **we** will change **our** records so that **you** have family membership and can claim the relevant **benefits** for **your** partner.

If **you** want to add a child to **your policy**, please contact **us** with details of the child's full name and date of birth and upon payment of the applicable family **premium** **we** will confirm to **you**, in writing, the addition of **your** child. If a child does not have the same name as **you**, **you** must give **us** proof that he or she is **your** or **your** partner's child or has been officially adopted by **you**.

e) Change in circumstances

You must give **Compass** written notice of any change in **your** personal circumstances within 30 days or as soon as **you** can. This includes if **you** have a family **policy** and **your** partner and/or children no longer reside with **you**, move to live or work outside the **UK**, or any other relevant circumstance. If **you** do not provide details about change in **your** circumstances, it may affect **your** ability to claim under the **policy**. Please also keep **us** up-dated as to **your** bank account details, address and other contact details.

You must make sure that whenever **you** have to provide any information, it is true, accurate, and complete to the best of **your** knowledge and belief so that it shows **us** the risk **we** are taking on. If any information **you** (or anyone acting on **your** behalf) provide is not accurate or is not complete, **your** cover may not protect **you** if **you** need to make a claim.

Life Cover Individual Policy Document

- f) **We** and **Compass** will use **your** personal information to provide the service set out under the terms of this **policy** and to manage **your policy**. Because the **policyholder** on the Schedule of Insurance may be acting on behalf of another person covered by this **policy**, **Compass** will send all information about the **policy** (including any forms, reports and letters or e-mails about claims) to **policyholder**, unless **we** are told to do otherwise.
- g) **We** will tell **you** in writing the **policy start date**.
- h) **We** can refuse to give cover and will tell **you** if **we** do.
- i) **You** may not have more than one **policy**.
- j) If **you** break any terms of the **policy** or make, or attempt to make, any dishonest claim, **we** can refuse to make any payment and end **your policy** and all cover under it immediately.
- k) Only **you** and **us** have legal rights under this **policy** and it is not intended that any clause or term of this **policy** should be enforceable, by virtue of the contract (Rights of Third Parties) Act 1999.

l) **Several Liability**

We, the insurers, Lloyd's Syndicate 779, hereby bind ourselves each for his own part and not one for another, **our** Executors and Administrators, per details below:-

Lloyd's Syndicate 779

9. Making a claim

You must comply with the following conditions to have the full protection of **your policy**. If **you** do not comply with them, **we** may at **our** option cancel the **policy**, refuse to deal with **your** claim or reduce the amount of any claim payment.

In the event of a claim:

- a) **Your** legal representative should notify **us** of a potential claim within 30 days of the incident or as soon after the incident as is reasonably practicable.
- b) **We** will give **your** representatives all the advice they need to help the claim run smoothly and will send out any claim form that they need to complete.
- c) All information and evidence to support a claim shall be provided at the expense of **your** estate and shall be in a form as required by **us**.
- d) The receipt of **benefit** from **us** to **your** legal representatives will be a full and final discharge by **us**.

10. Fraud

You must not act in a fraudulent way. If **you** or anyone acting for **you**:

- make a claim under the **policy** knowing the claim to be false or exaggerated in any way;
- make a statement to support a claim knowing the statement to be false in any way;
- send **us** a document to support a claim knowing the document to be forged or false in any way; or
- make a claim for any loss or damage caused by **your** deliberate act or caused by an act to which **you** agree, about which **you** know in advance or in which **you** collude.

In these circumstances **we**:

- will not pay the claim;
- will not pay any future claim, which may, or may not, have already been notified;
- may declare the **policy** void;
- will be entitled to recover from **you** the amount of any claim already paid under the **policy**;
- will not return any of **your premiums**;
- may let the police know about the circumstances.

11. To contact us about making a claim

If **you** need to make a claim, please write to **Compass** at:

Compass Underwriting Limited

50 Mark Lane
London EC3R 7QR

Or **you** can phone the claims desk on freephone 0800 032 7775 (please note that calls are recorded) or go to www.lifeshield.co.uk to get a claim form.

A claim form will be sent to **you**. **You** will need to fill this in and send it back to **Compass** within 30 days or as soon as **you** can, giving all the information requested so **your** claim can be processed.

When **we** have accepted a claim **you** will need to wait up to 5 working days for **your** cheque or electronic payment, as long as **we** have all the necessary information.

Life Cover Individual Policy Document

12. Making yourself heard

We always try to provide an excellent standard of service. But, if **you** want to complain it is important **you** know **we** are committed to providing **you** with an exceptional level of service and customer care. **We** realise that things can go wrong and there may be times when **you** feel that **we** have not provided the service **you** expected. When this happens **we** want to hear about it so that **we** can try to put things right.

Who to contact?

So that **your** complaint is dealt with as quickly and efficiently as possible, **you** will need to make sure that:

- **you** are talking to the right person; and
- **you** are giving them the right information.

When you contact us

- Please give **your** name and phone number.
- Please give **your policy** or claim number and the type of **policy you** hold.
- Please explain the reason for **your** complaint clearly and briefly.

Step one – making your complaint

For complaints relating to **your policy** or **benefits** please contact, The

Customer Service Manager,
Compass Underwriting Limited
50 Mark Lane
London EC3R 7QR

Tel: 0800 032 7775 (please note that calls are recorded)

Email: info@compassuw.co.uk

If **you** want to provide written details, **we** have prepared the following checklist for **you** to use when writing **your** letter.

- Write 'Complaint' at the top of **your** letter.
- Give **your** full name, postcode and phone numbers.
- Include the type of **policy** and **your policy** or claim number.
- Explain clearly and briefly the reasons for **your** complaint.

You should send the letter to the person dealing with **your** complaint along with any other material that is needed.

We expect to sort out most complaints quickly and satisfactorily at this stage. At any stage **you** can also contact Lloyd's with **your** complaint. The contact details at Lloyd's are:-

Policyholder & Market Assistance
Market Services
Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Kent, ME4 4RN

Tel: 020 7327 5693

Fax: 020 7327 5225

E-Mail: complaints@lloyds.com

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint – How We Can Help" available at <http://www.lloyds.com/complaints> and are also available from the above address.

Step two

If it is not possible to reach an agreement, **you** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff.

You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,
Exchange Tower
London E14 9SR

Telephone: if calling from a landline **0800 023 4567** or if calling from a mobile **0300 123 9123**.

Fax: 020 7964 1001 Email: complaint.info@financialombudsman.org.uk

The above complaints procedure is in addition to **your** statutory rights as a consumer. For further information about **your** statutory rights contact **your** local authority Trading Standards Service or Citizens Advice Bureau.

Life Cover Individual Policy Document

Our promise to you

- **We** will quickly confirm that **we** have received **your** written complaint.
- **We** will investigate complaints promptly and thoroughly.
- **We** will keep **you** up to date about **our** progress.
- **We** will do everything **we** can to sort out **your** complaint.
- **We** will learn from **our** mistakes.
- **We** will use the information from complaints to constantly improve **our** service.

To help **us** improve **our** service, **we** may record or monitor phone calls.

Online Dispute Resolution

Alternatively, if **you** purchased **your** insurance online, please note that **you** can, if **you** wish, also submit your complaint via the Online Dispute Resolution (ODR) Platform set up by the European Commission. This service has been set up to help residents in the European Union (EU) who have bought goods or services online, get their complaint resolved. **You** can access the ODR Platform by clicking on the following link:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>

This does not affect your right to submit your complaint following the process above.

13. Financial Services Compensation Scheme (FSCS)

You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. **You** can get more information about compensation scheme arrangements from the FSCS (7th Floor, Lloyds Chambers, Portsoken Street, London E1 8BN) or visit www.fscs.org.uk or by contacting the FSCS on 020 7741 4100.

14. Definitions

Where **we** explain what a word means, that word will have the same meaning wherever **we** use it in **your policy**. These words are highlighted in **bold**.

Benefit(s)

The amount shown in the Schedule of Insurance, the **policy** wording states the maximum **benefits you** can receive.

Compass

Compass Underwriting Limited – the administrators of this insurance, registered in England number: 3332314. Registered office: Brierly Place, New London Road, Chelmsford, Essex CM2 0AP but operates from 50 Mark Lane, London EC3R 7QR.

Contract period

12 calendar months from when **your policy** began and for each subsequent renewal.

Doctor

A qualified medical practitioner registered in the **UK** with the General Medical Council. A **doctor** who confirms **your** incapacity during a claim cannot be **you**, anyone related to **you** or anyone living with **you**.

Effective Date

The original inception date of the **policy**.

Family member

- (1) the **policyholder's** current legally married spouse or registered civil partner under the Civil Partnership Act 2004, who permanently lives with **you**, or a person who is permanently living with **you** and has been for at least 6 months and the relationship is in the nature of a marriage even though it has not been legally formalised and
- (2) any of their or **your** children, including adopted children, under 18 years of age when the **policy** is taken **our** or when it is renewed.

Medical condition

any disease, illness or injury, including psychiatric illness.

Policy

The full terms of the insurance contract between **you** and **us** are set out in a number of documents such as the application form **we** ask **you** to fill in, the terms of this **policy** wording, any statement of fact and the Schedule of Insurance.

Policyholder

the first person named on the Schedule of Insurance.

Pre-existing

is any condition, injury, **illness**, disease or related condition and/or associated symptoms, whether diagnosed or not, which in the 36 months period immediately prior to the start of this insurance **you** suffered prior to the **effective date** as shown in **your** Insurance Schedule:-

- **you** knew about, or should reasonably known about, or
- **you** had seen, or arranged to see, a **doctor** about

Premium(s)

The amount **you** pay in return for the cover **you** have chosen as set out in **your** Schedule of Insurance.

Life Cover Individual Policy Document

Start date

The date the insurance begins as shown on **your** Schedule of Insurance.

Terrorist act

Any clandestine use of violence by an individual terrorist or a terrorist group to coerce or intimidate the civilian population to achieve a political, military, social or religious goal.

Treatment(s)

Surgical or medical services (including diagnostic tests and day-patient **treatment**) that are needed to diagnose, relieve or cure a disease, illness or injury.

UK, United Kingdom

Great Britain and Northern Ireland.

We, our, us

Lloyd's Syndicate 779.

You, your

The person or people named on the Schedule of Insurance including **family members**.