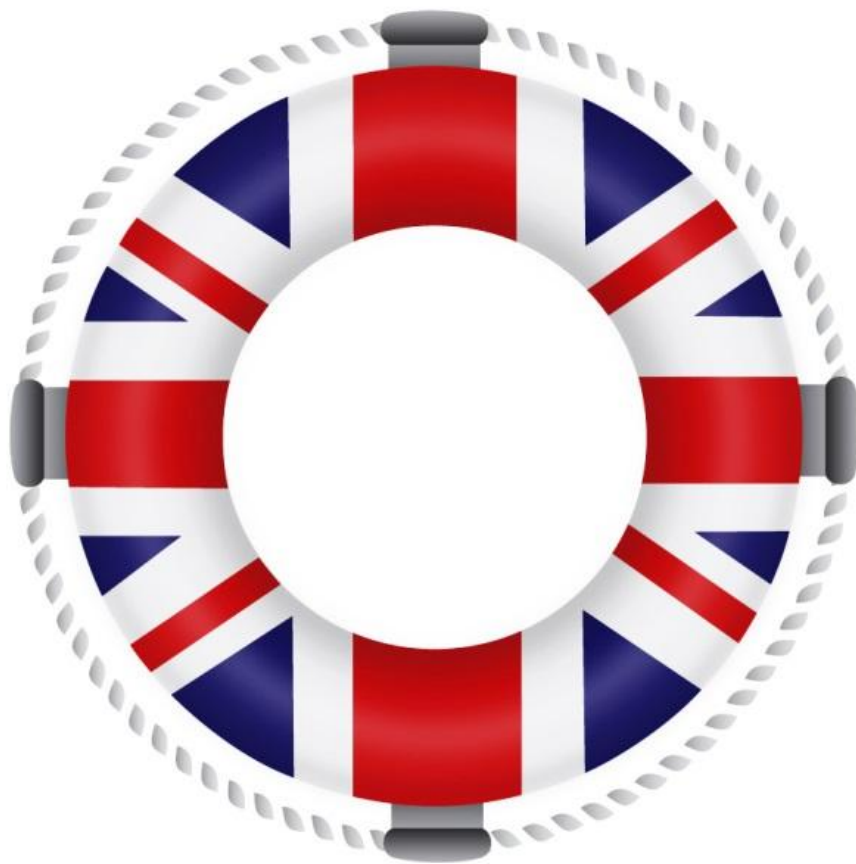


# **national** assurance



## Income, Mortgage and Commitments Protection Insurance



Arranged by National Assurance and Issued by Trent- Services. (Administration) Ltd.  
Underwritten by Tokio Marine Syndicates Limited at Lloyd's of London.

Policy  
Summary

**keyfacts**<sup>®</sup>

# Income, Mortgage and Commitments Protection

Key information you the customer need to be aware of. Please read this document carefully. This policy summary does not contain the full terms, exclusions and conditions of the contract; these can be found in the policy document which we suggest that you read carefully. We have drawn your attention to parts of the policy wording with the use of text boxes.



## About Income, Mortgage and Commitments Protection Insurance.

Mortgage and Commitments Protection Insurance can help your monthly mortgage repayments and other monthly commitments if you become unemployed through no fault of your own, or suffer an accident or sickness (otherwise known as disability).

### What type of cover is available under the insurance policy?

The cover you have selected will be shown on your policy schedule. We offer three types of cover:

- Accident and Sickness (known as Disability) or
- Unemployment only or
- Accident, Sickness and Unemployment.

### How does the policy work?

- You choose the type of cover you need and level of benefit that is suitable to your demands and needs
- You pay the premium as it falls due on a monthly basis
- We will not pay out more than 12 monthly benefit payments in any one claim as specified in your policy documents
- We will not pay out more than the total monthly benefit as specified in your schedule

### Transferring Cover?

- Cover can be transferred from an existing Mortgage Protection Product.
- We will waive the initial exclusion period providing the existing insurance has been in force and claims free for the previous 6 months.
- If you increase the benefit amount from your existing cover, the standard 90 day exclusion will apply to this increase.
- In the event of a claim we will require a copy of your previous Mortgage Protection Policy, this can be provided at the start of your plan or when you make a claim.

### How long does cover last?

Your cover is payable monthly by direct debit and reviewed on an annual basis. Thirty (30) days before the policy has been in force for a year, and annually thereafter, we will contact you advising you of the premium for the next 12 months and any changes to your cover.

### Will my premium change each year?

The premiums for future years will depend upon the forecasts of costs to us of settling claims and changes in taxation and inflation. We will not seek to recover, in future years, the costs of any claims already paid out. Changes to your premium will not depend on your individual circumstances but on the cost of overall claims.

### What cover do you get?

This depends on the type of cover you select under the policy. Accident, Sickness and Unemployment cover provides the maximum protection under the policy

The monthly benefit payable will be the amount you have selected, up to a maximum of your monthly mortgage repayments or £2,000 or 65% of your normal monthly income whichever is the lesser.

### Self Employment / Shareholder / Contract Employment – Unemployment Cover

If you are self employed, on a fixed term contract or you or a relative / member of your household individually or jointly has shares of 20% or more in the business, cover is only provided for unemployment in certain circumstances. Please read section 4.2 Unemployment Benefit in the policy wording carefully. If you are unsure about how the cover applies to your individual circumstances or decide the unemployment cover is not suitable for your needs, please contact Trent--Services(Administration) Limited using the contact details provided in section 12.

### What is the duration of the policy?

This policy is arranged on an annual basis with the premiums paid by direct debit on a monthly basis. It is in force whilst the premium is being paid.

### Who provides this insurance cover?

This insurance is underwritten by Tokio Marine Syndicates Limited and the insurance policy is administered by Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD.. Email: admin@trent-services.co.uk. Telephone Number: 01285 626054.

### Are you eligible for cover?

You must be:  
Aged 18 and over and under 60 years of age;  
Working (for at least 16 hours per week) and residing in the United Kingdom for at least 6 months;  
Protecting the monthly repayments under your mortgage agreement in the event of Accident, Sickness, or Unemployment;  
You are a United Kingdom Homeowner.

### You are not eligible if:

You are aware of any impending Unemployment  
You are in casual, temporary or seasonal work or working less than 16 hours per week.

### When does cover end?

Cover ends when:

- You die or;
- You retire from Work or reach the statutory retirement age, whichever is the earlier or;
  - You stop residing or Working in the United Kingdom or;
  - You default on your premium payment or;
  - You no longer have a residential mortgage or an income; or
  - You or we cancel this Policy.

### Can you cancel the cover?

You can cancel your cover under this policy by contacting the **Administrator**, Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD. Email: admin@Trent--services.co.uk. Telephone Number: 01285 626054. and quoting your policy number within 30 days of the policy start date as shown on your schedule and we will refund any premium you have paid, provided that you have not made a claim under this policy.

Thereafter you may cancel your cover under this policy by contacting the administrators. Your cover will cease on the date we receive your request. No refund of premium will be made if you cancel your cover under this policy more than 30 days after the policy start date.

### Can we cancel the cover?

We may cancel your policy by giving you 90 days notice prior to your policy renewal date. This will not depend on your individual circumstances but due to it being impossible, unpractical or unreasonable to continue. This will not affect any rights to monthly benefit which you may already have received under this policy before the termination date of your cover.

### Reviewing your cover?

Please remember that it is your responsibility to regularly review your level of cover and to advise the administrator of any changes in your personal situation.



## What are the benefits and any significant exclusions or limitations of the policy?

### Features and Benefits


### Significant Exclusions or Limitations

#### Accident and Sickness

- If your Doctor certifies that you have been unable to work for longer than the waiting period due to an Accident we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a daily basis monthly in arrears.
- If your Doctor certifies that you have been unable to work for longer than the waiting period due to a Sickness we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a daily basis monthly in arrears

No benefit will be payable if you are unable to work due to:

- Deliberate injury;
- Alcohol, solvent abuse or drugs;
- Any condition where you sought medical treatment within the previous 12 months;
- Stress, anxiety or depression unless a Hospital Consultant certifies this condition prevents you from working;
- Back conditions unless there is radiological evidence of medical abnormality, visible wound or contusion or a Hospital Consultant certifies this condition prevents you from working;
- Pregnancy, childbirth or abortion other than a medical complication;
- Medical operations or treatments which are not medically necessary including cosmetic or beauty treatments.
- Benefit will not be paid for Accident, Sickness or Hospitalisation if you are receiving Unemployment benefit under this policy.


 Disability exclusions are shown in the Policy document under section 4.1.1 Accident and Sickness and exclusions


#### Unemployment

- If you have not been working for longer than the waiting period due to Involuntary Unemployment we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a daily basis monthly in arrears.
- **Self Employment / Shareholder / Contract Employment – Unemployment Cover**  
If you are self employed, on a fixed term contract or you or a relative / member of your household individually or jointly has shares of 20% or more in the business, cover is only provided for unemployment in certain circumstances. Please read section 4.2 Unemployment Benefit in the policy wording carefully. If you are unsure about how the cover applies to your individual circumstances or decide the unemployment cover is not suitable for your needs, please contact Trent-Services(Administration) Limited using the contact details provided in section 12.

No benefit will be payable to you if:

- You have not been working 6 months prior to the policy start date;
- You have been notified or are aware of the possibility of unemployment at the policy start date;
- You are notified or are aware of unemployment within the first 90 days of the start date of the policy or 60 days of the start date of the policy if your insurance is taken out within 30 days of a new mortgage agreement.
- You are employed in casual, seasonal or temporary work or work less than 16 hours per week;
- Your unemployment is due to voluntary redundancy, resignation or retirement;
- Your Unemployment arises as a result of Your own act wilful misconduct, negligence, dishonesty or fraud;
- You are made unemployed from a business where you can control the affairs of the business because you or a relative or member of your household individually or jointly holds shares of 20% or more;
- You failed to pass a trial or probationary period;
- Your employment ends as a result of the expiry of an apprenticeship or training contract;
- You are outside the UK for 90 days or more (unless in the armed forces or a civil servant in a British Embassy or Consulate);
- You refuse any offer of reasonable alternative employment by your employer.
- Benefit will not be paid for Unemployment if you are receiving Accident or Sickness benefit under this policy.

 Unemployment exclusions are shown in the Policy document under section **4.2.1 Unemployment Exclusions**


 General exclusions for Unemployment and Disability and Hospitalisation are shown in the Policy document under section **6. GENERAL EXCLUSIONS**



## What to do if you have a claim?

You must give us notice by telephoning the claims administrator Trent--Services (Administration) Limited on 01285 626054.

If you claim you must keep the policy running and continue to pay your premiums as they fall due. If you do not then your policy will end.

 For full details of what to do if you have a claim please refer to the Policy document under section **11. HOW TO CLAIM**.

## Are we covered by the Financial Services Compensation Scheme (FSCS)?

The companies that provide the products and services detailed in this key facts document are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS.

 Further Information:

### Premiums

Any premiums, premium refunds, or claims money held by Trent--Services will be treated as held on behalf of the insurer, Tokio Marine Syndicates Limited.

### Insurance Premium Tax

The premium includes Insurance Premium Tax (IPT) at the current rate. If we are required by law to increase the level of IPT or to make any other charges, we will increase your premium from the date any such charges are implemented.

## What to do if you have a complaint?

We aim to provide you with the highest level of service at all times. However, we recognise that things can go wrong occasionally and if this occurs, we are committed to do our best to resolve the matter promptly.

### Sales

If you are unhappy with any aspects of the sale of this insurance please contact the sales agent from which the insurance was purchased. If you contact them please ensure that you quote your policy number, which is on your schedule.

### Administration and Claims

If you are unhappy with the general administration of the policy or have cause for complaint please contact :

Administrator  
Trent- Services (Administration) Limited  
Trent House  
Love Lane  
Cirencester  
Gloucestershire  
GL7 1XD.  
Email: [admin@trent--services.co.uk](mailto:admin@trent--services.co.uk).  
Telephone: 01285 626054.

If you contact the Administrator please ensure that you quote your policy number, which is on your schedule

This does not affect any right of legal action you may have.

