

# Policy booklet.

## Introduction

### Welcome to Direct Line

Thank you for choosing Direct Line Life Insurance, arranged, administered and provided by Legal & General. Direct Line has chosen Legal & General as its provider of life insurance as they've been helping people to protect their families financially since 1836.

We suggest that **you** review **your** life cover from time to time to make sure it's still right for **you**. **You** should also think about telling **your** intended beneficiaries about the policy, in case a claim needs to be made.

Words that appear in bold are explained in the section headed 'Definitions'.

This Policy Booklet shows **you** the features, benefits and exclusions (things that are not covered) that apply to this product.

### Who is covered?

The **life insured** is covered.

### Premiums

Premiums can be paid either monthly or annually and start on the **policy start date**.

### Guaranteed premiums

**Your** premiums are guaranteed and will not change unless **you** make changes to the policy using the options available in section headed 'Changing your policy'.

### What happens if the premiums are not paid?

**We** are entitled to cancel the policy if any premiums are not paid within 30 days of their due date. If **we** cancel the policy, **your** cover will end and no further premiums will be payable. **We** will not refund any premiums already paid.

### What happens to an annual premium if a claim is paid?

If the premium is paid annually and a claim is paid under full cover, **we** will pay a pro-rata refund of the premium for the remaining months of that year. The policy will end when a claim is paid under full cover, see the section headed 'What you are covered for' for further details.



direct line

life insurance  
provided by Legal & General

### Amount of cover

#### Level cover

If **you** choose level cover the amount of cover will stay the same unless **you** change it using the options available in the section headed 'Changing your policy' during the period of cover.

#### Decreasing cover

If **you** choose decreasing cover the amount of cover will reduce during the period of cover. Decreasing cover is often used to help protect a repayment mortgage. **We** apply an interest rate to the original amount of cover to estimate the amount that **you** repay each month on **your** repayment mortgage and the amount **you** are covered for will decrease accordingly.

If the interest rate **we** apply is less than the interest rate that is actually applied to **your** mortgage, or **your** mortgage changes, the amount **we** pay out may not be enough to repay **your** mortgage in full.

The interest rate applied will be shown in **your** Policy Booklet.

To ensure that the amount paid out will cover the amount of **your** outstanding mortgage **you** should check regularly that the interest rate applied to the policy is equal to or higher than the interest rate applied to **your** mortgage by **your** lender.

#### How long is cover for?

**You** are covered from the **policy start date** until the **policy expiry date** unless one of the following occurs first:

- The amount of cover is paid out, or
- If the policy is cancelled by **you** or **us**.

Cover will stop when the policy ends and no further premiums will be payable.

#### What is covered?

##### Full cover

The amount of cover, subject to the exclusions defined in the section headed 'What you are not covered for' is paid if, before the **policy expiry date**, the **life insured**:

- dies
- is diagnosed with an illness or undergoes a medical procedure as defined in the section headed:
  - 'Critical Illness Definitions'
- is diagnosed with a terminal illness

whichever occurs first.

If **you** choose a joint life policy, the amount of cover is paid when either **life insured** dies or is diagnosed with a terminal or critical illness.

If the **life insured** has a critical illness it must be verified by a medical specialist who holds an appointment as a consultant at a hospital in the UK and whose specialism **we** reasonably consider is appropriate to the critical illness.

##### Terminal Illness Cover

This is an advance payment of the amount of cover where the **life insured** has a terminal illness.

Terminal illness is defined as a definite diagnosis by **your** hospital consultant of an illness that satisfies both of the following:

- The illness either has no known cure or has progressed to the point where it cannot be cured; and
- In the opinion of **your** hospital consultant and **our** Medical Officer (a qualified doctor employed by Legal & General), the illness is expected to lead to death within 12 months.

No terminal illness claim can be made after the death of the **life insured**.

If decreasing cover is chosen the amount payable will be the amount of cover **we** calculate on the date that it is established that the **life insured** has met **our** definition of terminal illness.

## Critical illness definitions

<p><b>Aorta graft surgery – requiring surgical replacement</b></p>	<p>The undergoing of surgery to the aorta with excision and surgical replacement of a portion of the aorta with a graft. The term aorta includes the thoracic and abdominal aorta but not its branches.</p> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>• any other surgical procedure, for example the insertion of stents or endovascular repair.</li> </ul>
<p><b>Aplastic anaemia – with permanent bone marrow failure</b></p>	<p>A definite diagnosis of aplastic anaemia by a consultant haematologist. There must be <i>permanent</i> bone marrow failure with anaemia, neutropenia and thrombocytopenia.</p>
<p><b>Bacterial meningitis – resulting in permanent symptoms</b></p>	<p>A definite diagnosis of bacterial meningitis resulting in <i>permanent neurological deficit with persisting clinical symptoms</i>.</p> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>• all other forms of meningitis other than those caused by bacterial infection.</li> </ul>
<p><b>Benign brain tumour – resulting in either surgical removal or permanent symptoms</b></p>	<p>A non-malignant tumour or cyst originating from the brain, cranial nerves or meninges within the skull, resulting in either surgical removal or <i>permanent neurological deficit with persisting clinical symptoms</i>.</p> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>• tumours in the pituitary gland;</li> <li>• tumours originating from the bone tissue;</li> <li>• angioma and cholesteatoma.</li> </ul>
<p><b>Blindness – permanent and irreversible</b></p>	<p><i>Permanent and irreversible</i> loss of sight to the extent that even when tested with the use of visual aids, vision is measured at 6/60 or worse in the better eye using a Snellen eye chart.</p>
<p><b>Cancer – excluding less advanced cases</b></p>	<p>Any malignant tumour positively diagnosed with histological confirmation and characterised by the uncontrolled growth of malignant cells and invasion of tissue.</p> <p>The term malignant tumour includes leukaemia, sarcoma pseudomyxoma peritonei, merkel cell cancer and lymphoma except cutaneous lymphoma (lymphoma confined to the skin).</p> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>• All cancers which are histologically classified as any of the following: <ul style="list-style-type: none"> <li>– pre-malignant;</li> <li>– non-invasive;</li> <li>– cancer in situ;</li> <li>– having either borderline malignancy; or</li> <li>– having low malignant potential.</li> </ul> </li> <li>• All tumours of the prostate unless histologically classified as having a Gleason score of 7 or above or having progressed to at least clinical TNM classification T2bN0M0.</li> <li>• Malignant melanoma unless it has been histologically classified as having caused invasion beyond the epidermis (outer layer of skin).</li> <li>• Any other skin cancer (including cutaneous lymphoma) unless it has been histologically classified as having caused invasion in the lymph glands or spread to distant organs.</li> </ul>
<p><b>Cardiac arrest – with insertion of a defibrillator</b></p>	<p>Sudden loss of heart function with interruption of blood circulation around the body resulting in unconsciousness, requiring resuscitation and resulting in either of the following devices being surgically implanted:</p> <ul style="list-style-type: none"> <li>• implantable cardioverter-defibrillator (ICD); or</li> <li>• cardiac resynchronisation therapy with defibrillator (CRT-D).</li> </ul> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>• insertion of a pacemaker;</li> <li>• insertion of a defibrillator without cardiac arrest; or</li> <li>• cardiac arrest secondary to illegal drug intake.</li> </ul>

<p><b>Cardiomyopathy</b> – of specified severity</p>	<p>A definite diagnosis of cardiomyopathy by a consultant cardiologist. There must be clinical impairment of heart function resulting in the <i>permanent</i> loss of ability to perform physical activities to at least Class 3 of the New York Heart Association's classification of functional capacity*.</p> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>• cardiomyopathy secondary to alcohol or drug intake;</li> <li>• all other forms of heart disease, heart enlargement and myocarditis.</li> </ul> <p>* NYHA Class 3. Heart disease resulting in marked limitation of physical activities where less than ordinary activity causes fatigue, palpitation, breathlessness or chest pain.</p>
<p><b>Coma</b> – with associated permanent symptoms</p>	<p>A state of unconsciousness with no reaction to external stimuli or internal needs which:</p> <ul style="list-style-type: none"> <li>• requires the use of life support systems; and</li> <li>• has associated <i>permanent neurological deficit with persisting clinical symptoms</i>.</li> </ul> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>• medically induced coma;</li> <li>• coma secondary to alcohol or drug intake.</li> </ul>
<p><b>Coronary artery by-pass grafts</b> – with surgery to divide the breastbone or thoracotomy</p>	<p>The undergoing of surgery to divide the breastbone or thoracotomy on the advice of a consultant cardiologist to correct narrowing or blockage of one or more coronary arteries with by-pass grafts.</p> <p>For the above definition, the following is not covered:</p> <ul style="list-style-type: none"> <li>• any other surgical procedure or treatment.</li> </ul>
<p><b>Creutzfeldt-Jakob disease (CJD)</b> – resulting in permanent symptoms</p>	<p>A definite diagnosis of Creutzfeldt-Jakob disease by a consultant neurologist. There must be <i>permanent</i> clinical loss of the ability in mental and social functioning to the extent that permanent supervision or assistance by a third party is required.</p>
<p><b>Deafness</b> – permanent and irreversible</p>	<p><i>Permanent and irreversible</i> loss of hearing to the extent that the loss is greater than 70 decibels across all frequencies in the better ear using a pure tone audiogram.</p>
<p><b>Dementia including Alzheimer's disease</b> – resulting in permanent symptoms</p>	<p>A definite diagnosis of dementia, including Alzheimer's disease by a consultant neurologist, psychiatrist or geriatrician. The diagnosis must be supported by evidence of progressive loss of ability to do all of the following:</p> <ul style="list-style-type: none"> <li>• remember;</li> <li>• reason; and</li> <li>• to perceive, understand, express and give effect to ideas.</li> </ul>
<p><b>Encephalitis</b> – resulting in permanent symptoms</p>	<p>A definite diagnosis of encephalitis by a consultant neurologist resulting in <i>permanent neurological deficit with persisting clinical symptoms</i>.</p>
<p><b>Heart attack</b> – of specified severity</p>	<p>Death of heart muscle, due to inadequate blood supply, that has resulted in all of the following evidence of acute myocardial infarction:</p> <ul style="list-style-type: none"> <li>• the characteristic rise of biochemical cardiac specific markers such as troponins or enzymes;</li> <li>• new characteristic electrocardiographic changes or other positive findings on diagnostic imaging tests.</li> </ul> <p>The evidence must show a definite acute myocardial infarction.</p> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>• other acute coronary syndromes;</li> <li>• angina without myocardial infarction.</li> </ul>
<p><b>Heart valve replacement or repair</b> – with surgery</p>	<p>The undergoing of surgery on the advice of a consultant cardiologist to replace or repair one or more heart valves.</p>

<p><b>HIV infection</b> – caught from a blood transfusion, physical assault or accident at work</p>	<p>Infection by Human Immunodeficiency Virus resulting from:</p> <ul style="list-style-type: none"> <li>• a blood transfusion given as part of medical treatment;</li> <li>• a physical assault; or</li> <li>• an incident occurring during the course of performing normal duties of employment; after the start of the policy and satisfying all of the following:</li> <li>• the incident must have been reported to appropriate authorities and have been investigated in accordance with the established procedures.</li> <li>• where HIV infection is caught through a physical assault or as a result of an incident occurring during the course of performing normal duties of employment, the incident must be supported by a negative HIV antibody test taken within 5 days of the incident.</li> <li>• there must be a further HIV test within 12 months confirming the presence of HIV or antibodies to the virus.</li> <li>• The incident causing infection must have occurred in one of the following countries: Australia, Austria, Belgium, Bulgaria, Canada, the Channel Islands, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, the Isle of Man, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, New Zealand, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, the United Kingdom and the United States of America.</li> </ul> <p>For the above definition, the following is not covered:</p> <ul style="list-style-type: none"> <li>• HIV infection resulting from any other means, including sexual activity or drug intake.</li> </ul>
<p><b>Kidney failure</b> – requiring permanent dialysis</p>	<p>Chronic and end stage failure of both kidneys to function, as a result of which regular dialysis is permanently required.</p>
<p><b>Liver failure</b> – of advanced stage</p>	<p>Liver failure due to cirrhosis and resulting in all of the following:</p> <ul style="list-style-type: none"> <li>• <i>permanent</i> jaundice;</li> <li>• ascites; and</li> <li>• encephalopathy.</li> </ul> <p>For the above definition, the following is not covered:</p> <ul style="list-style-type: none"> <li>• liver disease secondary to alcohol or drug intake.</li> </ul>
<p><b>Loss of hand or foot</b> – Permanent physical severance</p>	<p><i>Permanent</i> physical severance of either a hand or foot at or above the wrist or ankle joints.</p>
<p><b>Loss of speech</b> – total permanent and irreversible</p>	<p>Total <i>permanent</i> and <i>irreversible</i> loss of the ability to speak as a result of physical injury or disease.</p>
<p><b>Major organ transplant</b> – from another donor</p>	<p>The undergoing as a recipient of a transplant from another donor, of bone marrow or of a complete heart, kidney, lung, pancreas, liver or lobe of the liver, or inclusion on an official UK, Channel Islands or Isle of Man waiting list for such a procedure.</p> <p>For the above definition, the following is not covered:</p> <ul style="list-style-type: none"> <li>• transplant of any other organs, parts of organs, tissues or cells.</li> </ul>
<p><b>Motor neurone disease</b> – resulting in permanent symptoms</p>	<p>A definite diagnosis of one of the following motor neurone diseases by a consultant neurologist:</p> <ul style="list-style-type: none"> <li>• amyotrophic lateral sclerosis (ALS);</li> <li>• primary lateral sclerosis (PLS);</li> <li>• progressive bulbar palsy (PBP);</li> <li>• progressive muscular atrophy (PMA); or</li> <li>• spinal muscular atrophy (SMA).</li> </ul> <p>There must also be <i>permanent</i> clinical impairment of motor function.</p>
<p><b>Multiple sclerosis</b> – where there have been symptoms</p>	<p>A definite diagnosis of multiple sclerosis by a consultant neurologist. There must have been clinical impairment of motor or sensory function caused by multiple sclerosis.</p>

<b>Multiple system atrophy – resulting in permanent symptoms</b>	A definite diagnosis of multiple system atrophy by a consultant neurologist. There must be evidence of <i>permanent</i> clinical impairment of either: <ul style="list-style-type: none"> <li>• motor function with associated rigidity of movement; or</li> <li>• the ability to coordinate muscle movement; or</li> <li>• bladder control and postural hypotension.</li> </ul>
<b>Open heart surgery – with median sternotomy</b>	The undergoing of surgery requiring median sternotomy (surgery to divide the breastbone) on the advice of a consultant cardiologist to correct any structural abnormality of the heart.
<b>Paralysis of limb – total and irreversible</b>	Total and <i>irreversible</i> loss of muscle function to the whole of any limb.
<b>Parkinson’s disease – resulting in permanent symptoms</b>	A definite diagnosis of Parkinson’s disease by a consultant neurologist or consultant geriatrician. There must be <i>permanent</i> clinical impairment of motor function with associated tremor or muscle rigidity. For the above definition, the following are not covered: <ul style="list-style-type: none"> <li>• other Parkinsonian syndromes;</li> <li>• Parkinsonism.</li> </ul>
<b>Primary pulmonary hypertension – of specified severity</b>	A definite diagnosis of primary pulmonary hypertension. There must be clinical impairment of heart function resulting in the <i>permanent</i> loss of ability to perform physical activities to at least Class 3 of the New York Heart Association’s classification of functional capacity*. For the above definition, the following is not covered: <ul style="list-style-type: none"> <li>• pulmonary hypertension secondary to any other known cause i.e. not primary.</li> </ul> <p>* NYHA Class 3. Heart disease resulting in marked limitation of physical activities where less than ordinary activity causes fatigue, palpitation, breathlessness or chest pain.</p>
<b>Progressive supranuclear palsy – resulting in permanent symptoms</b>	A definite diagnosis of progressive supranuclear palsy by a consultant neurologist. There must be <i>permanent</i> clinical impairment of eye movements and motor function.
<b>Removal of an eyeball – due to injury or disease</b>	Surgical removal of an eyeball as a result of injury or disease. For the above definition, the following are not covered: <ul style="list-style-type: none"> <li>• self inflicted injuries.</li> </ul>
<b>Respiratory failure – of advanced stage</b>	Advanced stage emphysema or other chronic lung disease, resulting in all of the following: <ul style="list-style-type: none"> <li>• The need for regular oxygen treatment on a <i>permanent</i> basis, and</li> <li>• The <i>permanent</i> impairment of lung function tests as follows: <ul style="list-style-type: none"> <li>– Forced Vital Capacity (FVC) and Forced Expiratory Volume at 1 second (FEV1) being less than 50% of normal.</li> </ul> </li> </ul>
<b>Spinal Stroke – resulting in symptoms lasting at least 24 hours</b>	Death of spinal cord tissue due to inadequate blood supply or haemorrhage within the spinal canal resulting in <i>neurological deficit with persisting clinical symptoms</i> lasting at least 24 hours.
<b>Stroke – resulting in symptoms lasting at least 24 hours</b>	Death of brain tissue due to inadequate blood supply or haemorrhage within the skull resulting in <i>neurological deficit with persisting clinical symptoms</i> lasting at least 24 hours. For the above definition, the following are not covered: <ul style="list-style-type: none"> <li>• transient ischaemic attack;</li> <li>• death of tissue of the nerve or retina/eye stroke.</li> </ul>

<p><b>Systemic lupus erythematosus</b> – with severe complications</p>	<p>A definite diagnosis of systemic lupus erythematosus by a consultant rheumatologist resulting in either of the following:</p> <ul style="list-style-type: none"> <li>• <i>permanent neurological deficit with persisting clinical symptoms</i>; or</li> <li>• the <i>permanent</i> impairment of kidney function tests as follows: <ul style="list-style-type: none"> <li>– Glomerular Filtration Rate (GFR) below 30 ml/min.</li> </ul> </li> </ul>
<p><b>Third degree burns</b> – covering 20% of the surface area of the body or 20% of the face or head</p>	<p>Burns that involve damage or destruction of the skin to its full depth through to the underlying tissue and covering at least 20% of the body's surface area or covering 20% of the area of the face or head.</p>
<p><b>Total and permanent disability</b> – of specified severity</p> <p>(Own occupation)</p>	<p><b>Total and permanent disability</b> – unable to do <b>your</b> own occupation ever again.</p> <p>Loss of the physical or mental ability through an illness or injury to the extent that the <b>life insured</b> is unable to do the material and substantial duties of their own occupation ever again. The material and substantial duties are those that are normally required for, and/or form a significant and integral part of, the performance of the <b>life insured's</b> own occupation that cannot reasonably be omitted or modified.</p> <p>'Own occupation' means <b>your</b> trade, profession or type of work you do for profit or pay. It is not a specific job with any particular employer and is irrespective of location and availability.</p> <p>The relevant specialists must reasonably expect that the disability will last throughout life with no prospect of improvement, irrespective of when the cover ends or the <b>life insured</b> expects to retire.</p> <p>For the above definition, disabilities for which the relevant specialists cannot give a clear prognosis are not covered.</p> <p>The definition of a clear prognosis is where a relevant specialist is able to provide the likely outcome of the illness, condition or disease.</p> <p>If the <b>life insured</b> is not in paid employment at the time of a claim, <b>your</b> claim will be assessed under the Specified Work Tasks definition described in the definition headed 'Total and permanent disability (Specified Work Tasks)'.</p>

<p><b>Total and permanent disability</b> – of specified severity</p> <p>(Specified Work Tasks)</p>	<p><b>Total and permanent disability</b> – unable to do three Specified Work Tasks ever again.</p> <p>Loss of the physical ability through an illness or injury to do at least three of the six work tasks listed below ever again.</p> <p>The relevant specialists must reasonably expect that the disability will last throughout life with no prospect of improvement, irrespective of when the cover ends or the <b>life insured</b> expects to retire.</p> <p>The <b>life insured</b> must need the help or supervision of another person and be unable to perform the task on their own, even with the use of special equipment routinely available to help and having taken any appropriate prescribed medication.</p> <p>The Specified Work Tasks are:</p> <p><b>Walking:</b> The ability to walk more than 200 metres on a level surface.</p> <p><b>Climbing:</b> The ability to climb up a flight of 12 stairs and down again, using the handrail if needed.</p> <p><b>Lifting:</b> The ability to pick up an object weighing 2kg at table height and hold for 60 seconds before replacing the object on the table.</p> <p><b>Bending:</b> The ability to bend or kneel to touch the floor and straighten up again.</p> <p><b>Getting in and out of a car:</b> The ability to get into a standard saloon car, and out again.</p> <p><b>Writing:</b> The manual dexterity to write legibly using a pen or pencil, or type using a desktop personal computer keyboard.</p> <p>For the above definition, disabilities for which the relevant specialists cannot give a clear prognosis are not covered.</p> <p>The definition of a clear prognosis is where a relevant specialist is able to provide the likely outcome of the illness, condition or disease.</p>
<p><b>Traumatic brain injury</b> – resulting in permanent symptoms</p>	<p>Death of brain tissue due to traumatic injury resulting in <b>permanent neurological deficit with persisting clinical symptoms</b>.</p>

\* The Total and permanent disability definition will depend on **your** personal circumstances and will be confirmed in **your** Policy Booklet.

### Additional cover included for critical illness cover

Claims paid under additional cover will not reduce **your** amount of cover or change **your** premiums.

However, **we** will not pay a claim under additional cover where more than one diagnosis is made within the same period of investigation or treatment and **you** are eligible for payment of full cover for a critical illness.

If the **life insured** or a **relevant child** has an illness covered by additional cover, it must be verified by a medical specialist who holds an appointment as a consultant at a hospital in the UK and whose specialism **we** reasonably consider is appropriate to the illness.

**We** will pay the lower of:

- £25,000,
- 25% of the amount of cover, or
- £25,000 or 25% of the decreasing amount of cover at the time **our** definition is met (if decreasing cover is chosen),

If the **life insured**, or if **you** choose a joint life policy the first of the lives insured, or a **relevant child** meets one of the following definitions (only one claim per policy can be made):

<p><b>Carcinoma in situ of the breast</b> - <i>treated by surgery</i></p>	<p>The undergoing of surgery on the advice of a hospital consultant to remove a tumour following the diagnosis of carcinoma in situ of the breast.</p> <p>For the above definition the following is not covered:</p> <ul style="list-style-type: none"> <li>- Any other type of treatment.</li> </ul>
<p><b>Low grade prostate cancer</b> - <i>requiring treatment</i></p>	<p>The undergoing of treatment on the advice of a hospital consultant following diagnosis of a malignant tumour of the prostate positively diagnosed and histologically classified as having a Gleason score between 2 and 6 inclusive and having progressed to a clinical TNM classification between T1N0M0 and T2aN0M0.</p> <p>For the above definition, the following are not covered:</p> <ul style="list-style-type: none"> <li>- prostatic intraepithelial neoplasia (PIN)</li> <li>- observation or surveillance</li> <li>- surgical biopsy</li> </ul>

### Additional benefits

#### Accident hospitalisation benefit

**We** will pay £5,000 if the **life insured** is admitted to hospital with physical injuries for a minimum of 28 consecutive days immediately following an accident. Physical injury must have resulted solely and directly from unforeseen, external, violent and visible means and must be independent from any other cause.

**We** will only pay one claim in respect of each **life insured**. This benefit is not payable if a valid claim has been made for:

- A terminal illness.
- A critical illness.

### Children's critical illness cover

Automatically included if Critical Illness Cover is chosen.

We will pay this cover if a **relevant child** is diagnosed with any of the following during the period of cover:

- Any critical illness as defined in the section headed 'Critical illness definitions', apart from total and permanent disability;
- Carcinoma in situ of the breast – *treated by surgery*, or
- Low grade prostate cancer – *requiring treatment*.

The amount payable per **relevant child** under the policy will be the lower of:

- 50% of the amount of cover; or
- £25,000.

Claims paid under Children's Critical Illness Cover will not reduce **your** amount of cover or change **your** premiums.

The **relevant child** must be diagnosed on or before the **policy expiry date** and must be at least 30 days old and survive for 14 days from the date of diagnosis. We will pay a claim if the **relevant child** survives these 14 days, even if this is:

- after the **policy expiry date**, or
- after the **relevant child's** 18th birthday, or 21st birthday if in **full-time education**.

Only one claim per **relevant child**, to a maximum of two **relevant children** will be paid under the policy. After the second claim has been paid, the Children's critical illness cover will end.

If the same **relevant child** is covered by more than one policy issued by us, we will pay a maximum of £50,000 for that **relevant child**.

### When we will not pay a Children's Critical Illness claim

We will not pay a claim if:

- The **relevant child's** condition was present at birth;
- The symptoms first arose before the **relevant child** was covered;
- The **relevant child** dies within 14 days of meeting **our** definition of the critical illness;
- It is for total and permanent disability; or
- It is for Terminal Illness Cover.

### Additional benefits for children's critical illness cover

#### Child accident hospitalisation benefit

We will pay £5,000 if the **relevant child** is admitted to hospital with physical injuries for a minimum of 28 consecutive days immediately following an accident. Physical injury must have resulted solely and directly from unforeseen, external, violent and visible means and must be independent from any other cause.

We will only pay this benefit if the accident doesn't result in us paying out under Children's critical illness cover as described in the section headed 'Children's critical illness cover'.

We will only pay one claim per **relevant child**, to a maximum of two **relevant children**. If the same **relevant child** is covered by more than one policy issued by us, we will pay a maximum of £10,000 for that **relevant child** under this benefit.

#### Child funeral benefit

On the death of a **relevant child**, we will contribute £4,000 towards their funeral.

Up to a maximum of two claims per policy. We will not pay the claim if:

- The **relevant child's** condition was present at birth.
- The cause of death first arose before the **relevant child** was covered.
- We have paid a children's critical illness claim for the **relevant child**.

### Childcare benefit

If **we** pay a claim under the policy due to the diagnosis of the **life insured** with any critical illness as defined in the sections headed 'Critical illness definitions' and 'Additional cover included for critical illness cover':

- **We** will pay up to £1,000 towards childcare with a registered childminder if **you** have a natural child, legally adopted child or stepchild under 5 years old at the time of **your** diagnosis.
- **We** will only pay the childcare benefit when **we** have received receipts or proof of payment from the registered childminder. This benefit covers childcare that takes place in the 18 months following the **life insured's** diagnosis.

### Family accommodation benefit

For every night a **relevant child** spends in hospital, in the three months immediately following diagnosis of one of the critical illnesses covered in the section headed 'Children's critical illness cover', **we** will pay **you** £100 per night up to a maximum of £1,000.

### Countries where critical illness cover is provided

The **life insured** or **relevant child** is covered if they are resident in the United Kingdom, any part of the countries that form the European Union, USA, Canada, Australia, New Zealand, the Isle of Man or the Channel Islands. **We** will also accept a claim from other countries if **we** can confirm the claim is valid. **We** will act reasonably when reviewing evidence to support the validity of a claim.

### What you are not covered for

- **Death in the first year**

The policy will be cancelled if within the first year of the policy, the **life insured** dies as a result of:

- Suicide, or
- Intentional and serious self-injury, or
- An event where, in **our** reasonable opinion, the **life insured** took their own life.

#### Assessing a claim for death in the first year

If a suicide verdict is not given **we** may decide in **our** reasonable opinion that the **life insured** has taken their own life. **We** will take into account:

- The method and timing of death.
- The evidence available from the time and place of death.
- Any documentation left by the deceased or available from others.
- Previous medical history that **we** are reasonably entitled to obtain.

- **You** will not be eligible to make a claim under the policy chosen if:

- the **life insured** doesn't meet the definitions for cover as described in the section(s) headed:
  - 'What is covered'
  - 'Critical illness definitions'
  - or 'When we will not pay a Children's Critical Illness claim' applies.
- the premiums under the policy are not up to date.
- The policy is offered or issued subject to the cancellation of a specified policy(ies), and **you** did not cancel it (them).
- During the application process **we** will ask **you** questions about **your** personal circumstances and **we** may request additional information from **you** in order to make an assessment and offer **you** a policy. The **life insured** is required to answer all of **our** questions honestly and accurately.
  - a) If **you** (or an agent acting on **your** behalf) deliberately or recklessly provide inaccurate information **we** are entitled to cancel the policy and refuse to pay the amount of cover. In these circumstances **we** may not refund any premiums **you** have already paid.
  - b) If **you** (or an agent acting on **your** behalf) provide inaccurate information through carelessness, **we** are entitled to amend the policy to reflect the terms that would have been offered had the accurate information been known. In these circumstances:
    - i. if **we** would not have issued the policy had the accurate information been provided, **we** are entitled to cancel the policy, however **we** will refund any premiums **you** have already paid;
    - ii. if **we** would have issued the policy on different terms and conditions (other than those relating to premiums) had the accurate information been provided, **we** may make changes to the policy terms and conditions and treat the policy as if it had been issued on the different terms and conditions;
    - iii. in addition, if **we** would have issued the policy with higher premiums had the accurate information been provided, **we** may reduce the amount of cover to reflect the higher premiums that would have applied had the accurate information been provided. The following formula will be used in these circumstances:

$$\text{New amount of cover} = \frac{\text{Premium actually charged}}{\text{Higher premium}} \times \text{original amount of cover}$$

### Changing your policy

On the occurrence of specified events **you** have the option to increase the amount of cover without the need for further medical information. To do this the policy must be taken out before **your** 45th birthday and **we** must not have applied a premium increase to **your** cover.

If the following do not apply when **you** want to change **your** cover then there are alternative ways outlined in the section headed 'Other changes'.

**You** can increase the amount of cover without answering any more medical information in the event of:

- a) the **life insured** entering into marriage or a registered civil partnership, or
- b) the birth of the **life insured's** child, or
- c) the **life insured** legally adopting a child, or
- d) an increase in the **life insured's** earnings due to a change of employment or promotion, or
- e) an increase to the **life insured's** mortgage by reason of a house move or undertaking major home improvements.

This option must be used within six months of the event and if **we** request relevant documents in relation to the events, **you** must provide them to **us**.

### The amount of cover can increase by

For all increases, the amount of cover may only be increased on each occasion by the lower of:

- 50% of the original amount of cover, or
- £150,000, or
- if d) above applies, the amount equal to the original amount of cover multiplied by the percentage increase in earnings
- If e) above applies, the amount of the increase in the mortgage.

The option may only be used three times in total, and only once in respect of either entering into marriage or a registered civil partnership. The maximum total of all increases permitted is £200,000.

### How we provide cover for an increase

If **you** use this option an additional policy will be issued in respect of the increase, which will:

- not allow **you** to increase **your** cover without additional medical evidence,
- not extend beyond the **life insured's** 65th birthday or one year after the **policy expiry date** of this original policy, whichever is earlier,
- be subject to the premiums, terms and conditions for such policies at the time the additional policy is issued.

In circumstances where **we** no longer offer the chosen policy at the time **you** wish to use this option, **we** will offer **you** a reasonable available alternative.

### When this option is not available

This option will not be available to **you**:

- After the **life insured's** 55th birthday. If two people are covered this applies to the older **life insured**.
- If the **life insured** has been diagnosed with or is receiving or has received medical treatment for **our** definition of:
  - A terminal illness
  - A critical illness listed under the sections headed:
    - 'Critical Illness Definitions',
    - 'Additional Cover Included For Critical Illness Cover'.
- If the **life insured** has symptoms of or is having tests for a condition covered by the policy.

In these circumstances, this option will only be available to the **life insured** where the test results confirm that the **life insured** does not have a condition covered by the policy.

### Joint life policy separation

If **you** take out a joint life policy **you** can separate it if:

- a) **you** divorce, or

- b) **you** dissolve **your** registered civil partnership, or
- c) either of **you**
  - i. take over an existing mortgage in one name, or
  - ii. take out a new mortgage in one name.

**We** will cancel this policy and start a new single life policy for each **life insured**.

**You** must make the request within six months of the event being finalised.

Joint life policy separation is not available if either of the lives insured has had a valid claim for a critical illness listed under the section headed 'Additional Cover Included For Critical Illness Cover'.

#### **What we need to process your request**

- a) Evidence to support **your** request in the form of:
  - i. A decree absolute if **you** get divorced, or
  - ii. A final order for the dissolution of **your** registered civil partnership, or
  - iii. Proof of ownership of the relevant mortgage.
- b) The consent of both lives insured by completing and returning an amendment form issued by **us**, which includes a short questionnaire about the **life insured's** health, medical history, residency and leisure activities.
- c) If either **life insured** answers 'yes' to any of the questions in the amendment form, **we** will require **you** to complete a full application form in order to set up a single life policy. Where **we** undertake a full medical and lifestyle assessment, depending on the answers there may be circumstances where **we** may not be able to offer cover to both of the lives insured.

#### **How we will provide cover**

- a) The new single life policies will include the same cover as the original policy. **We** will not change the cover in any other way, other than making it a single life policy.
- b) The new single life policies will be subject to premiums, terms and conditions available at the time **you** make the change.
- c) The maximum amount of cover for each new policy will be the lower of:
  - The amount of cover on the original joint life policy, or
  - £1,000,000.
- d) The term of each new policy will not extend beyond the **life insured's** 70th birthday or one year after the **policy expiry date**, whichever is earlier.

### Other changes

You can request any of the following changes to the policy:

- Increase or decrease the amount of cover.
- Extend or reduce the period of cover.
- Remove a **life insured**, if joint life cover is chosen.
- Change the frequency of **your** premiums between annually and monthly.

### What we may need to process your request

- a) **Your** consent to the changes by completing and returning an amendment form issued by **us**, which includes a short questionnaire about the **life insured's** health, medical history, residency and leisure activities.
- b) If the **life insured** answers 'yes' to any of the questions in the amendment form, **we** may require **you** to complete a full application in order to make the changes to the policy. Where **we** undertake a full medical and lifestyle assessment, depending on the answers there may be circumstances where **we** may not be able to offer cover to both of the lives insured.
- c) Any documents reasonably required by **us** to support **your** request.

### How we will provide cover

**We** will confirm if the change **you** have requested means the original policy has to be cancelled and a new policy issued, which may have different terms and conditions.

Any changes **you** make may affect the premiums that are payable.

**We** will confirm the change **you** have made.

### General conditions

- **We** may make changes to the policy terms and conditions that **we** reasonably consider are appropriate due to a change in any applicable legislation, regulation or taxation. In such circumstances, **we** will notify **you** in advance of any changes being made.
- **We** have the right by notifying **you** to:
  - i. cancel this policy; and
  - ii. not pay a claim on this policy; and
  - iii. take other reasonable action

in order to comply with laws, regulations, sanctions regimes, international guidance and/or demands from any authorities, relating to Financial Crime Risk Management Activity.

- The policy is governed by English Law.
- All communication in relation to the policy will be in English.
- The right to exercise any option under the policy or to exercise any right conferred by the policy is limited to such as are allowed in the terms of the policy and as are compatible with the requirements of Paragraph 19(3) of Schedule 15 of the Income and Corporation Taxes Act 1988 for a qualifying policy.

### Making a claim

#### Notifying us of a claim

To make a claim under the policy, please notify us using our claims contact details in the section headed 'How to contact us'. When claiming we will need the policy number, the life insured's GP/Doctor's contact details and your contact details.

Type of Claim	What we need
Life cover	The date of death
Critical Illness Cover	Details of the illness and diagnosis
Terminal Illness Cover	Details of the illness and diagnosis
Accident Hospitalisation Benefit	Details of the physical injury and hospital admission

#### Assessing your claim

We may send you a claim form to complete and return to us. In order to assess your claim we will require different evidence depending on the type of claim you are making.

We may also ask for the Policy Booklet and any other documents we may reasonably require for the claim you are making.

Type of Claim	Evidence required
Life Cover	The death certificate of the life insured
Critical Illness Cover	Proof that the definition has been met
Terminal Illness Cover	Proof that the definition has been met
Accident Hospitalisation Benefit	Proof that the definition has been met
Additional Cover For Critical Illness Cover	Proof that the definition has been met
Children's Critical Illness Cover	Evidence of the relevant child in the form of : The birth certificate, for a natural child, or the legal adoption certificate, for a legally adopted child, or the marriage certificate or certificate of a registered civil partnership, for a stepchild, and proof that the relevant definition has been met.

If you do not provide any information or documentation that would reasonably be required to assess the claim, we will not process the claim until the information or documentation is made available.

#### Assessing a claim for Total and Permanent Disability

If the life insured is not in paid employment at the time of a claim, your claim will be assessed under the Specified Work Tasks definition described in the section headed 'Critical illness definitions'.

#### Who we pay the cover to

The amount of cover is paid to you. In most cases, this means that we will make payment directly to the legal owner of the policy, or if that person is dead, to their personal representative (usually the executor named in their will). This also means that if the policy has been placed in trust, we will make payment to the trustees, and if the policy has been assigned, we will make payment to the assignees.

#### Payment of cover

We will pay a claim for any of the cover described in the section headed 'What is covered' as a lump sum. Cover can only be paid in pound sterling (GBP) to a bank account in the UK. If you wish to receive payments outside the UK, then arrangements for such transfers must be made at your own expense.

### Replacement cover

If **you** choose to take out a joint life policy and one of the lives insured makes a valid claim under full cover, as defined in the section headed 'What is covered', **you** can request to continue cover for the other **life insured** as a new single life policy.

**You** must request this option within six months of a valid claim under full cover being paid.

This option is not available if the **life insured** requesting replacement cover has had a valid claim for a critical illness listed under the section headed 'Additional Cover Included For Critical Illness Cover'.

### What we need to process your request

- a) The consent of the **life insured** who hasn't claimed under full cover, by completing and returning a replacement cover form issued by **us**, which includes a short questionnaire about the **life insured's** health, medical history, residency and leisure activities.
- b) If the **life insured** who hasn't claimed under full cover, answers 'yes' to any of the questions in the replacement cover form, **we** will require **you** to complete a full application form in order to set up a single life policy. Where **we** undertake a full medical and lifestyle assessment, depending on the answers there may be circumstances where **we** may not be able to offer cover to the **life insured**.

### How we will provide cover

- a) The new single life policy will include the same cover as the original policy. **We** will not change the cover in any other way, other than making it a single life policy.
- b) The amount of cover will be the same as the original policy. If decreasing life insurance is chosen, the amount of cover will be the remaining amount of cover at the time a valid claim under full cover was paid on the original policy.
- c) The term of the new policy will not extend beyond the **life insured's** 70th birthday or one year after the **policy expiry date**, whichever is earlier.
- d) The new single life policy will be subject to premiums, terms and conditions available at the time **you** make the change.

### Useful contacts

	Phone number	Contact Address
General Enquiries Change the policy Cancel the policy	0370 010 4080*	Legal & General Assurance Society Limited City Park The Droveaway Hove East Sussex BN3 7PY
Claims for: Death or Terminal Illness Cover  Critical Illness claims	0800 137 101*  0800 068 0789*	Legal & General Assurance Society Limited City Park The Droveaway Hove East Sussex BN3 7PY
Make a complaint	0370 010 4080*	Legal & General Assurance Society Limited Knox Court 10 Fitzalan Place Cardiff CF24 0TL

\*We may record and monitor calls. Call charges will vary.

### How to cancel the policy

You can cancel the policy at any time. Once the policy starts we will provide you with a notice of your right to cancel.

If you cancel the policy within 30 days of receiving both the notice and the policy, we will refund any premiums paid. If you cancel the policy after 30 days, you will not get any money back.

If you cancel the policy, the cover will end and no further premiums will be payable.

### How to make a complaint

If you wish to complain about the service you receive from us, or you would like us to send you a copy of our internal complaints handling procedure, please contact us.

If you remain dissatisfied, you can complain to:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone:

- 0800 023 4567
- 0300 123 9 123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Making a complaint will not affect your legal rights.

### Online dispute resolution platform (ODR platform)

The European Commission has established an Online Dispute Resolution Platform (ODR Platform)

<https://ec.europa.eu/consumers/odr/main/?event=main.home.show> that is specifically designed to help EU consumers who have bought goods or services online from a trader based elsewhere in the EU and subsequently has a problem with that online purchase. The ODR platform will refer your complaint to the Financial Ombudsman Service who will pass it on to us.

### The financial services compensation scheme (FSCS)

The FSCS is designed to pay compensation if a firm is unable to pay claims, because it has stopped trading or been declared in default.

So, if we run into financial difficulties, you may be able to claim via the FSCS, for any money you've lost. However, before looking to pay compensation, the FSCS will first see if they can arrange for the continuity of your current policy. The FSCS may arrange for the policy to be transferred to another insurer or arrange for a new policy to be provided.

Most of our customers, including most individuals and small businesses, are covered by the FSCS. Whether or not you can claim, and the amount you could claim, will depend on the specific circumstances of your claim. The FSCS will pay 100% of the value of the claim.

You can find out more about the FSCS, including eligibility to claim, by visiting its website

[www.fscs.org.uk](http://www.fscs.org.uk)

or calling

**0800 678 1100.**

The rules of the FSCS might change in the future and the FSCS may take a different approach on their application of the above, depending on what led to the failure.

### Solvency and Financial Conditions Report (SFCR)

We are required to publish an annual Solvency and Financial Condition Report (SFCR) describing our Business and its Performance, our System of Governance, Risk Profiles, Valuation for Solvency Purposes and Capital Management. Our latest SFCR is available at: [www.legalandgeneralgroup.com/investors/library](http://www.legalandgeneralgroup.com/investors/library).

## Definitions

**Full-time education** - Attendance at a full-time course at a school, college or university. This includes work placements that are part of a full-time course but excludes breaks from education, for example gap years.

**Irreversible** - Cannot be reasonably improved upon by medical treatment and/or surgical procedures used by the National Health Service in the UK at the time of the claim.

**Life insured** - The person whose life is covered under the policy. If there is more than one life covered then this definition covers all lives insured.

**Neurological deficit with persisting clinical symptoms** - Symptoms of dysfunction in the nervous system that are present on clinical examination and expected to last at least 24 hours. Symptoms that are covered include numbness, hyperaesthesia (increased sensitivity), paralysis, localised weakness, dysarthria (difficulty with speech), aphasia (inability to speak), dysphagia (difficulty in swallowing), visual impairment, difficulty in walking, lack of coordination, tremor, seizures, lethargy, dementia, delirium and coma.

**Our, us or we** - Legal & General Assurance Society Limited.

**Permanent** - Expected to last throughout the **life insured's** life, irrespective of when the cover ends or the **life insured** retires.

**Permanent neurological deficit with persisting clinical symptoms** - Symptoms of dysfunction in the nervous system that are present on clinical examination and expected to last throughout the **life insured's** life.

Symptoms that are covered include numbness, hyperaesthesia (increased sensitivity), paralysis, localised weakness, dysarthria (difficulty with speech), aphasia (inability to speak), dysphagia (difficulty in swallowing), visual impairment, difficulty in walking, lack of coordination, tremor, seizures, dementia, delirium and coma.

The following are not covered:

- An abnormality seen on brain or other scans without definite related clinical symptoms.
- Neurological signs occurring without symptomatic abnormality, e.g. brisk reflexes without other symptoms.
- Symptoms of psychological or psychiatric origin.

**Policy expiry date** - The date that cover under the policy will end.

**Policy start date** - The start date of the policy.

**Relevant child/children** - A natural child, legally adopted child (from the date of adoption) or stepchild (by marriage or registered civil partnership) of the **life insured**, where that child is:

- at least 30 days old, and
- younger than 18 years, or
- younger than 21 years if in **full-time education**,

during the period of cover.

**You or your** - The owner(s) of the policy who is/are legally entitled to receive the amount of cover when a valid claim is made. This may include trustee(s), assignee(s) or personal representative(s) (where appropriate) and may be the **life insured**.

### Legal & General Assurance Society Limited

Registered in England and Wales No. 00166055

**Registered office:** One Coleman Street, London EC2R5AA

Legal & General Assurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.