

# Zurich Life Protection

## Key features



# Contents

<b>Helping you decide</b> .....	3
<b>How to contact us and making a claim</b> .....	3
Keep in touch .....	3
<b>The aim of the policy</b> .....	4
<b>Your commitment</b> .....	4
<b>Risk factors</b> .....	4
<b>Building your policy</b> .....	5
Choose who the policy covers .....	5
Choose the type of cover you need .....	5
Choose Level, Increasing or Decreasing Cover .....	5
When the policy will pay out .....	5
How the policy will pay out .....	5
Choose other policy options and life assured benefits .....	5
<b>Type of cover</b> .....	6
<b>Policy options and life assured benefits</b> .....	7
<b>Minimum and maximum age and term restrictions</b> .....	8
<b>Making changes to your policy</b> .....	8
<b>Questions and Answers</b> .....	9
When will my cover begin? .....	9
When will the policy end? .....	9
How much will the policy pay out? .....	9
How much does the policy cost? .....	9
How do I pay? .....	9
Can my premiums change in the future? .....	9
What if I stop paying? .....	9
When will the policy not pay out? .....	9
<b>Cancelling your policy</b> .....	10
Can I change my mind and cancel? .....	10
<b>Other information</b> .....	10
What about tax? .....	10
How to complain .....	10
Compensation .....	11
Financial strength .....	11
Terms and conditions .....	11
Moving abroad .....	11
Conflicts of interest .....	11
Law .....	11
Our regulator .....	11
Communicating with you .....	11
<b>Appendix 1 – Conditions covered under Critical Illness Cover and Children’s Benefit</b> .....	12

Large print,  
braille and  
audio.

Please let us know if you would like a copy of this in large print, braille or audio.

If you are a textphone user, we can answer any questions you have through a Typetalk Operator. Call us on 18001 01793 514514. Or, if you'd prefer, we can introduce your adviser to a sign language interpreter.

# Helping you decide

This important document gives you a summary of the Zurich Life Protection policy.

For more details on how this policy works, please see the Zurich Life Protection terms and conditions.

We'll also provide you with your 'Confirmation of terms' which will show details of the cover you choose.

## How to contact us and making a claim

If you want to contact us before you buy this policy you can phone or write:



### Call us on

0370 850 5682

Monday to Friday 8.30am to 5.30pm (excluding bank holidays). We may record or monitor calls to improve our service.



### Write to us at

Zurich Customer Services  
Protection Operations  
PO Box 4157  
Swindon  
SN4 4QB

To make a claim, you, or the person dealing with your affairs, should contact us using the details below. We'll confirm what information we need to process the claim as quickly as possible.



### Call us on

0370 240 0073

Monday to Friday 9am to 5pm (excluding bank holidays). We may record or monitor calls to improve our service.

An answerphone is in operation outside office hours.



### Visit us online

Go to the **customer portal** at [www.zurich.co.uk/customer-portal](http://www.zurich.co.uk/customer-portal)

or the Zurich website at [www.zurich.co.uk/life-insurance/claim](http://www.zurich.co.uk/life-insurance/claim)

### Keep in touch

It's important that we keep in touch so, if you change your address or any of your contact details, please let us know. We'd like everyone to find it easy to deal with us. Please let us know if you need information about our policies and services in a different format.

The Financial Conduct Authority is a financial services regulator.

It requires us, Zurich Assurance Ltd, to give you this important information to help you to decide whether our Zurich Life Protection policy is right for you.

You should read this document completely and carefully so that you understand what you are buying, and then keep it safe for future reference.

# About the Zurich Life Protection policy

The Zurich Life Protection policy can offer **Life Cover, Critical Illness Cover or Life Cover and Critical Illness**. You can apply for this policy online. You'll need to make sure that this policy will give you the cover you need.

This key features document sets out all of the options for Zurich Life Protection. If you are applying through a price comparison website, some of the options described may not be available to you. If that is the case, the options in question will not be available for you to choose in the application journey when you apply. Your 'Confirmation of terms' will show which of the options are included in your policy.

## The aim of the policy

To provide one of the following types of cover during the policy term:



**Life Cover** which pays out your chosen cover amount if you die or are diagnosed with a terminal illness.



**Critical Illness Cover** which pays your chosen cover amount if you're diagnosed with a critical illness covered by the policy.



**Life Cover and Critical Illness** which pays your chosen cover amount if you die or are diagnosed with a terminal illness or critical illness covered by the policy.

The full definitions of these conditions and the criteria you need to meet to make a claim are included in the terms and conditions.

The cover amount we pay out is called the **sum assured**.

The people covered by the policy are called the **lives assured**.

If we apply any specific exclusions to your policy, we will show them on your 'Confirmation of terms'.

## Your commitment

**You must:**

- Answer all questions on the application fully, honestly, and accurately, to the best of your knowledge. Don't assume we'll contact your doctor for medical information.
- Tell us about any changes to the information on your application before your policy starts.
- Allow us to access your medical records up to six months after your policy has started.
- Pay your premiums on time during the policy term.
- Review your cover during the policy term to make sure it continues to be right for your needs.
- Be a UK resident and registered with a UK doctor when this policy starts and for six months prior to applying.

## Risk factors

**What you need to be aware of:**

- If you don't give us full and accurate information during the application, we may cancel your policy, change its terms, or not pay a future claim.
- If you stop paying for your policy, your cover will end and we won't refund any premiums you've already paid.
- If your circumstances change in the future, your policy may stop being suitable. Regularly check your policy still meets your needs.
- If you choose Decreasing Cover the cover amount might reduce faster or slower than your repayment mortgage or loan. Meaning how much we pay out on a claim might be more or less than the amount you owe.
- Circumstances in which we may not pay out are detailed on page 9.
- The policy has no cash-in value.
- If you don't give us your consent to access your medical records, the application will end.

# Building your policy

## Choose who the policy covers

Choose for your policy to cover one person or two people jointly. You can also add cover for your children.



Single



Joint



Children (optional)

## Choose the type of cover you need

You choose these options when you start your policy – you can't change them later.

### Life Cover



Pays out the sum assured on death or diagnosis of a terminal illness.

### Critical Illness Cover



Pays out the sum assured on the diagnosis of a critical illness.

### Life Cover and Critical Illness



Pays out the sum assured on death or the diagnosis of a terminal illness or critical illness.

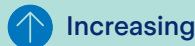
The policy will end after we pay the sum assured. If you want a different sum assured for your **Life Cover** and **Critical Illness Cover**, then you will need to have two separate policies.

## Choose Level, Increasing or Decreasing Cover



Level

Level of cover and premiums stay the same over policy term.



Increasing

Cover can increase each year by a rate we choose, either by 3%, 5% or the Retail Price Index. Premiums will go up by 1.5% for each 1% increase in cover.



Decreasing

Reduces in line with a repayment mortgage or loan at a rate we choose. Your cover decreases each month and will reduce to zero by the end of the term. Premiums stay the same.

## When the policy will pay out

If the policy covers two people, we'll pay out the sum assured when:



The first person suffers a critical illness, terminal illness or dies (depending on the cover you have). We call this joint life first event.



One off lump sum payment.

## Choose other policy options and life assured benefits

This document includes details of the other policy options and life assured benefits which you can choose to suit your needs.

# Type of cover



## Life Cover

**Life Cover** pays a lump sum if you die during the policy's term or if you are diagnosed with a terminal illness.

After we've paid the sum assured the policy will end.



## Critical Illness Cover

**Critical Illness Cover** will pay out the full sum assured if you're diagnosed with a defined critical illness condition during the policy term. After which, your policy will end.

**Critical Illness Cover** also includes cover for Additional Payment conditions. These are less severe conditions for which we'll pay out a lower amount. Once paid, your policy will continue unchanged.

If you're diagnosed with an Additional Payment condition, we'll pay you £25,000 or 25% of the sum assured, whichever is lower. We'll pay a maximum of one claim for each Additional Payment condition for each life assured.

There are 39 critical illness Full Payment conditions and 2 Additional Payment conditions. You'll find these in Appendix 1 on page 12.



## Life Cover and Critical Illness

**Life Cover and Critical Illness** will pay out the full sum assured if you die, are diagnosed with a terminal illness or you're diagnosed with a defined critical illness condition during the policy term. After which, your policy will end.

**Life Cover and Critical Illness** also includes cover for Additional Payment conditions. These are less severe conditions for which we'll pay out a lower amount. Once paid, your policy will continue unchanged.

If you're diagnosed with an Additional Payment condition, we'll pay you £25,000 or 25% of the sum assured, whichever is lower. We'll pay a maximum of one claim for each Additional Payment condition for each life assured.

There are 39 critical illness Full Payment conditions and 2 Additional Payment conditions. You'll find these in Appendix 1 on page 12.



# Policy options and life assured benefits

These options and benefits can apply to the policy or be selected for an individual life assured. The availability depends on what type of cover you've chosen, and will be available to you at an extra cost.

The following table shows the options and benefits, which we describe on this page.

	Life Cover	Critical Illness Cover	Life Cover and Critical Illness
<b>Policy options</b>			
Children's Benefit	–	✓	✓
<b>Life assured benefits</b>			
Multi-Fracture Cover	✓	✓	✓

Options may also be subject to a minimum or maximum term or age – see page 8.

## Policy options

Our Children's Benefit policy option is flexible. You can add or remove it from your policy depending on how your needs change during the policy term.



### Children's Benefit

Children's Benefit will cover your children until their 22nd birthday and includes the following:

- **Children's Critical illness Cover** – if your child is diagnosed with a critical illness Full Payment condition during the term of the policy, we'll pay the lower of £25,000 or 50% of the policy's sum assured. If your child is diagnosed with a critical illness Additional Payment condition during the term of the policy, we'll pay the lower of £25,000 or 25% of the policy's sum assured.
- **Children's Death Benefit** – we'll pay out £5,000 if your child dies after they are 30 days old.

If you make a claim under Children's Benefit your policy will continue, with no change to the sum assured. You will only be able to make a claim for each child you have against one Full Payment condition.

We'll cover your children for the same conditions we cover for Critical Illness Cover. You'll find these in Appendix 1 on page 12.



### Children's Conversion Benefit

If you choose to add Children's Benefit to your policy, each of your children will have the chance to start their own **Critical Illness Cover** or **Life Cover and Critical Illness** policy.

Between their 16th and 22nd birthday, you can use this benefit to give them up to the lower of £25,000 or 50% of the sum assured on this policy in cover. If they haven't already claimed under your policy, they won't need to tell us about their personal circumstances.

## Life assured benefits

These benefits are flexible and can apply separately to each life assured on joint policies. You must choose them when you start your policy, you're unable to add them later but you can remove them.



### Multi-Fracture Cover

You can only choose this benefit if you don't already have it on another Zurich policy.

We'll pay out either £2,000, £4,000 or £6,000 if you suffer a fracture, dislocation, ruptured tendon or torn ligaments. The amount we pay out will depend on the location of the injury. These are detailed in the terms and conditions. The maximum we'll pay out in any policy year is £6,000.

#### We won't pay out for injuries caused relating to;

BMX biking, boxing, Gaelic football, horse riding, hurling, martial arts or cage fighting, motorcar or motorcycle sport, mountain biking, rugby or shinty.

This benefit can start any time from the age of 16 until the day before your 64th birthday and will automatically end the day before your 70th birthday. On joint policies, the benefit will end for each person when they reach the maximum age.

If you claim under this benefit, it won't affect other policy cover.

# Minimum and maximum age and term restrictions

This table shows the minimum and maximum age you can be to start a policy, and the maximum age you can be when the policy ends. For example, if the age is shown as 83, it means before your 84th birthday.

Type of cover	Minimum age at start date	Maximum age at start date	Maximum age at end of term	Minimum term	Maximum term
Life Cover	16	83	89	1 year	50 years
Critical Illness Cover	16	69	74	5 years	40 years
Life Cover and Critical Illness	16	69	74	5 years	40 years
<b>Additional life assured benefits which can end before the main cover</b>					
Multi-Fracture Cover	16	64	69	5 years	As main cover

If you have Multi-Fracture Cover, when you reach the maximum age for that benefit we'll remove it and stop charging you for it.

## Making changes to your policy

Once your policy has started, you can make the following changes:

- Increase or reduce the amount of cover.
- Increase or reduce the term of your policy.
- Add or remove Children's Benefit from your policy.
- Remove Multi-Fracture Cover from your policy.
- Remove Increasing Cover from your policy, this will change to Level Cover.
- Ask us to review your premium if you've given up smoking.

Depending on the change you ask for, we may need to ask you about your health and personal circumstances to assess if we can make the change. Any changes you make are likely to change your premiums.

In addition to the above changes you can make, your policy may also include the following benefits:



### Milestone benefit

You can increase the amount of cover on your policy within 90 days of a significant life event. For example, when you move house, get married or have a child. You won't need to tell us about any changes in your health or personal circumstances.

You'll need to be 54 years or younger when you make this change.

The most you can increase your cover by will be the lower of your original sum assured or £200,000.



### Separation benefit

If you have a joint policy and you separate, divorce, or have your civil partnership dissolved, you may have the option to cancel this policy and start individual policies for one or both of you, without giving us any more details about your health or personal circumstances.



# Questions and Answers

## When will my cover begin?

Your cover will begin on the start date you agree with us.

If we are not able to make an immediate decision on your application, we may be able to offer you free cover whilst we are assessing your application.

If you're buying a property, we may be able to offer you free cover for the period between the date you exchange contracts (missives in Scotland) and the date you complete the contract to buy the property.

## When will the policy end?

You can choose how long you want the policy to last, subject to our minimum and maximum terms as shown in the table on page 8. Your policy will run from the start date to the end of the term unless we pay out the sum assured before the end of the term or the policy is cancelled.

## How much will the policy pay out?

You decide how much cover you need when you buy a policy. The level of cover we agree with you will be shown on your 'Confirmation of terms'. Your policy will pay out your sum assured unless you are claiming for a condition, policy option or life assured benefit which pays out a lower amount. The policy has no cash-in value.

## How much does the policy cost?

How much the policy costs depends on:

- Your personal circumstances – for example, your age, health, occupation, whether you smoke, or how long it has been since you stopped smoking.
- The amount and type of cover, and any policy options or life assured benefits you choose.
- How long you want the cover to last.

Your 'Confirmation of terms' will tell you how much the policy will cost.

## How do I pay?

We'll collect your premiums by direct debit. You can choose to pay monthly or annually, unless your policy or any policy option or life assured benefit runs to a specific birthday, in which case you will need to pay monthly.

## Can my premiums change in the future?

Your premiums are guaranteed – this means they will stay the same during the term of the policy unless you:

- choose Increasing Cover, or
- change your cover.

Your premiums may also change if we receive additional information regarding your application details and your terms are changed because of this. Please see the 'Your commitment' section of the terms and conditions.

## What if I stop paying?

If you stop paying your premiums, your cover and policy will end. You won't get back any of the premiums you've already paid.



## When will the policy not pay out?

Your claim may not be accepted or paid in full, or the policy may be cancelled or its terms may be changed if:

- you don't answer the questions we ask fully, honestly, and accurately, to the best of your knowledge when you apply for your policy or when you make a claim
- you don't tell us if you think anything you've told us is wrong, or if anything changes between you agreeing to take out the policy and the policy start date
- you haven't paid all the premiums that were due
- the illness suffered is not covered by your policy, or does not meet the policy definition exactly

There is an important exclusion to your policy if it includes **Life Cover**. We won't pay a claim if you die as a result of suicide or intentional self-inflicted injury within 12 months of the start date or the date you increase your cover.

The Zurich Life Protection terms and conditions include full details of all the situations when we will not pay out. If we apply any additional specific exclusions, we will show them on your 'Confirmation of terms'.

# Cancelling your policy

## Can I change my mind and cancel?

Yes, you can. When you first take out your policy, we'll send details of how to cancel your policy if you've changed your mind. If you do cancel within the first 30 days, we'll refund any premiums you've paid.

You can cancel your policy at any time by contacting us to let us know, but if this is after the first 30 days we won't refund any premiums you've already paid towards your policy. You can contact us to cancel using the contact details on page 3 in the section 'How to contact us and making a claim'.

## Other information

### What about tax?

You won't have to pay income tax or capital gains tax on any benefits the policy pays out.

Provided that the policy is written under a suitable trust, the lump sum payable on death should not form part of your estate for inheritance tax purposes. If the policy is not written in trust, the lump sum payable on death may be liable to inheritance tax. You may wish to seek advice about how this affects you and what arrangements you could make.

We've based this information on our understanding of current UK law and HM Revenue & Customs practice. Future changes in law and tax practice or individual circumstances could affect taxation.

### How to complain

If you need to complain, please use the contact details below. You can ask us for details of our complaints handling process.



#### Call us on

0370 850 5682  
Monday to Friday 8.30am to 5.30pm  
(excluding bank holidays). We may record or monitor calls to improve our service.



#### Write to us at

Zurich Customer Services  
Protection Operations  
PO Box 4157  
Swindon  
SN4 4QB

If you're not satisfied with our response to your complaint, you can complain to:

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

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)

This service is free to you and you can find out more by contacting the Financial Ombudsman Service. You do not have to accept a decision by the Financial Ombudsman Service and you are free to go to court instead if you wish.

## Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations, you may be entitled to compensation under the scheme.

Any compensation you receive under the scheme will be based on the FSCS's rules. For this type of policy, the scheme covers 100% of the claim. Please note that for life assurance products the FSCS's first responsibility is to ensure the cover continues rather than pay compensation.

If you need more information, you can contact the FSCS at:

Financial Services Compensation Scheme  
10th Floor  
Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU

Telephone: 0800 678 1100 or 020 7741 4100

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

## Financial strength

If you'd like to know more about our financial strength, including our Solvency and Financial Condition Report (SFCR), please visit our website at [www.zurich.co.uk/SFCR](http://www.zurich.co.uk/SFCR)

## Terms and conditions

This key features document gives a summary of the Zurich Life Protection policy. It doesn't include all the definitions, exclusions or terms and conditions.

We'll provide you with a copy of the full terms and conditions when your policy starts. If you would like a copy before then, please contact us directly.

We'll let you know if there are any changes to the terms and conditions. For details of changes we can make, see the 'Changes we can make to the terms and conditions' section of the Zurich Life Protection terms and conditions.

If you'd like more information about critical illness, the Association of British Insurers (ABI) has produced a Guide to Minimum Standards for Critical Illness Cover. This is available on their website at [www.abi.org.uk](http://www.abi.org.uk) or you can contact us for a copy.

## Moving abroad

If you move abroad you need to tell us. This may result in you having tax obligations in that country. Some policy options and life assured benefits may no longer be available to you if you move abroad. Please refer to the 'Moving abroad' section of the Zurich Life Protection terms and conditions.

## Conflicts of interest

We make every effort to identify conflicts of interest. A conflict of interest is where the interests of our business conflict with those of a customer, or if there is a conflict between customers of the business. Once identified, we aim to either prevent the conflict or put steps in place to manage it so that it is no longer potentially detrimental to our customers.

We have processes in place to ensure we conduct our business lawfully, with integrity, and in line with current relevant legislation. We operate in line with our conflicts of interest policy, available on request or on our website, which details the types of conflicts of interest that affect our business and how we aim to prevent or manage these. Where we cannot prevent or manage a conflict which may be detrimental to you, we will fully disclose it to you in line with our policy.

## Law

The policy is governed by the law of England.

## Our regulator

Zurich Assurance Ltd is an insurance company. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. We are entered on the Financial Services register under number 147672. This is on the website [www.fca.org.uk](http://www.fca.org.uk). You can phone the FCA free from a landline on 0800 111 6768.

## Communicating with you

Our policy documents and terms and conditions are in English and we'll always write and speak to you in English.

# Appendix 1 – Conditions covered under Critical Illness Cover and Children’s Benefit

Full details of the criteria you need to meet to make a claim are included in the terms and conditions. Depending on the critical illness definition, we may pay when:

- the condition has progressed to a specified severity
- you are diagnosed, or
- you receive a named treatment or surgery.

## 39 Full Payment conditions

- Aorta graft surgery
- Aplastic anaemia
- Bacterial meningitis
- Benign brain tumour
- Blindness
- Brain injury
- Cancer
- Cardiac arrest
- Cardiomyopathy
- Coma
- Coronary artery bypass graft
- Creutzfeldt-Jakob disease
- Deafness
- Dementia including Alzheimer’s disease
- Encephalitis
- Heart attack
- Heart surgery
- Heart-valve replacement or repair
- Interstitial lung disease
- Kidney failure
- Liver failure
- Loss of hand or foot
- Loss of speech
- Major organ transplant
- Motor neurone disease and specified diseases of the motor neurones
- Multiple sclerosis
- Paralysis of limb
- Parkinson plus syndromes
- Parkinson’s disease
- Pneumonectomy
- Pulmonary artery replacement
- Pulmonary hypertension
- Removal of an eyeball as a result of injury or disease
- Respiratory failure
- Spinal stroke
- Stroke
- Systemic lupus erythematosus
- Terminal illness
- Third-degree burns

## 2 Additional Payment conditions

- Less advanced cancer of the breast
- Less advanced cancer of the prostate



**This key features document follows the Association of British Insurers Statement of Best Practice for Critical Illness Cover, March 2023.**

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