



BIBA Committed Payments Protection with legal protection & 'back to work' assistance

Policy Summary

This summary shows the key facts that the Financial Services Authority has asked us to bring to your attention. They are not the full terms and conditions. These are detailed in the policy booklet. This summary does not form part of your contract of insurance.

Type of insurance and cover

BIBA Committed Payments Protection is an optional insurance which can provide you with:

- life, accident and illness (disability) and unemployment cover, or
- life and disability cover, or
- life and unemployment cover, or
- unemployment and disability cover, or
- disability cover only, or
- unemployment cover only.

All of the above cover options include:

- assistance with finding another job,
- legal assistance

There is also a choice of either a 30 day, 60 or 90 day excess period or you can select not to have an excess period at all. The cover option, excess period and monthly benefit you select will be shown on your personal insurance schedule.

Significant features and benefits

- This is an annual contract, with premiums payable by monthly instalments. If you renew your policy each year it can continue until your 65th birthday.
- The policy is designed to protect your monthly committed payments if you are unable to work due to accident, illness or involuntary unemployment, including giving up work to become a full time carer.
- In the unfortunate event of your death the policy is designed to provide you with a one-off lump sum cash payment equal to 12 x your selected monthly benefit. Any outstanding premium instalments due to your next renewal will be deducted from the lump sum.
- If you have not selected an excess period, you will receive a full monthly benefit once you have been unemployed or disabled for 30 days. 1/30th of the monthly benefit is payable for each further day you are off work.
- If you have selected an excess period benefit will start to accrue once you have been unemployed or disabled for 30, 60 or 90 days (as chosen by you). 1/30th of the monthly benefit is payable for each day you are off work after the 30, 60 or 90 day excess day period has expired.
- Benefit for disability and unemployment will be paid to your nominated bank account for up to 12 months for each successful claim.
- The maximum monthly amount payable is £2,000.
- Legal advice can be provided, together with legal assistance, in the event of employment disputes, contract disputes and bodily injury.
- Access to a 24 hour legal help lines.
- Access to "Jobcare" a confidential and independent employment advice service.

The full benefits of **BIBA Committed Payments Protection** can be found in Sections 3, 4, 5 and 7 of the policy booklet.

To qualify for cover

You can take out **BIBA Committed Payments Protection** so long as, when the policy starts, you are:

- over 18 and under 64 years of age,
- working a minimum 16 hours per week within the UK and
- you are not in arrears with any of your committed payments.

Joint policyholders

Joint policyholders can take out this cover if they are both eligible. Each policyholder's cover is limited to the proportion of the total monthly benefit set out in your personal insurance schedule. (Please note that the highest earning policyholder must have the higher proportion of the monthly benefit.

Significant and unusual exclusions or limitations

Like all policies of this type there are some things that this insurance does not cover. You will not be able to claim for:

- Unemployment which you knew about at the start of cover or which is notified to you during the first 90 days of cover. This is reduced to 60 days if you are buying this policy at the same time as, or within 30 days of, taking a new committed payment.
- Unemployment if you have not been in employment for the 6 month period immediately before your unemployment (breaks of 2 weeks or less will not count as a break in your employment),
- Unemployment following casual or seasonal work,
- Unemployment due to gross misconduct, fraud, unofficial strike or dishonesty,
- Unemployment if you resign or accept voluntary redundancy,
- Disability or death resulting from a pre-existing condition (this is a condition you knew about at the start of cover or have arranged to see a doctor about in the 12 months immediately before the start date.) For disability cover, a condition will not be seen as pre-existing once you have been symptom free and have not consulted a doctor or sought treatment or advice for the same condition for 12 months in a row,
- Disability resulting from backache and psychiatric conditions without supporting medical evidence acceptable to the insurers,
- Disability or death resulting from drug or alcohol abuse or self-inflicted injuries,
- Death resulting from suicide
- Employment disputes relating solely to personal injury,
- Contract disputes relating to contracts regarding your trade, profession, employment or any business venture, construction work on any land, or designing, converting or extending any building.
- Contract disputes where the contract value exceeds £5,000 (including VAT)
- Contract disputes relating to contracts for motor vehicles.
- Contract disputes relating to the settlement payment payable under an insurance policy. We will negotiate if your insurer refuses you claim, but not for a dispute over the amount of the claim.
- Contract disputes arising from any loan, mortgage, pension, investment or borrowing.
- Claims for bodily injury or illness which happens gradually or is not caused by a specific or sudden accident.
- Defending your legal rights under a bodily injury claim. However, defending a counter-claim is covered.

All the policy exclusions are explained fully in Sections 3, 4, 5 and 7 of the policy booklet and there are special conditions regarding unemployment cover for fixed term contract workers explained in Section 5.

Time to reconsider after you apply or renew your policy

This is known as the "cooling-off period". If you decide that you do not want the insurance after all, simply return your insurance documents to Millennium Insurance Brokers Limited within 45 days of receiving them. All cover will be cancelled and you will receive a refund of any premium paid.

How to renew your policy

This is an annual insurance policy. You will be invited to renew your cover each year. The insurers recommend that you review your personal circumstances at this time to make sure that this insurance is still suitable for you.

How long cover lasts and how to cancel

Cover can last until your 65th birthday, or until you retire from work or you fail to make a premium instalment payment when it becomes due, whichever is earlier.

Cancellation of the insurance by you or the insurer

You can cancel cover at any time but, as the premium instalments are payable monthly, you will only have paid for the portion of cover you have already received, so no refund will be due. If you cancel your policy on making a claim for unemployment and your premiums cease before the renewal date, the insurers reserve the right to deduct any premium instalments owed by you from the amount of benefit payable.

The insurer reserves the right to either withdraw the cover or amend the terms or the price. They will only do this at the annual renewal date and you will be notified in the renewal documentation. If the insurers cancel the scheme you will be given at least 90 days notice prior to the renewal date. If a substitute plan is being offered, 60 days notice will be given.

How to claim

If you need to make a claim for unemployment, disability or death you (or your personal representative) should ring 0844 412 4166. For claims under the Legal Protection section of your policy please call 0117 934 0066. Further details about claiming can be found in policy Sections 6 and 7 of the policy booklet.

The insurer

Disability and unemployment cover under this insurance is underwritten by Lloyd's Syndicate 5820. Life cover is underwritten by Lloyd's Syndicate 779. The Lloyd's Managing Agent for Lloyd's Syndicates 5820 and 779 is Jubilee Managing Agency Limited. Legal Protection Cover under this insurance is underwritten by DAS Legal Expenses Insurance Company Limited.

How to complain

If you wish to make a complaint about the life, disability or unemployment cover under your policy please contact Lloyd's Syndicates 5820/779 via Millennium Insurance Brokers Limited at Unit G3 Lacy Way, Lowfields Business Park, Elland HX5 9DB or telephone 0844 412 4167. All calls are recorded for training compliance and claims purposes. Lloyd's Syndicate 5820 has internal complaints handling procedures that are available on request. In the event that you remain dissatisfied you can refer the matter to Lloyd's. The contact details are: Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London EC3M 7HA. Tel 020 7327 5693. Fax 020 7327 5225. E-mail complaints@lloyds.com.

Complaints that cannot be resolved by Lloyd's may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.

If you wish to make a complaint about the legal protection cover under your policy please contact the Customer Relations Department at DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH or telephone 0117 9340066. DAS Legal Expenses Insurance Company Limited has internal complaints handling procedures that are available on request.

This complaints procedure is without prejudice to your right to take legal proceedings.

Compensation

The insurer is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if it is unable to meet its obligations to you under this contract. Further information can be obtained from the Financial Services Compensation Scheme (7th Floor Lloyds Chambers, Portsoken Street, London E1 8BN) by phone on 020 7892 7300 and on its website at www.fscs.org.uk

BIBA Committed Payments Protection Scheme
is administered by

Millennium Insurance Brokers Ltd



Millennium Insurance Brokers Ltd is authorised and regulated by the Financial Services Authority.
Firm Reference 308310

Millennium is part of the Direct Group Limited:
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