

Over 50s Life Insurance

Key Facts and Policy
Terms & Conditions



Welcome to Cover Today

Now you've chosen Cover Today to help protect your loved ones, you have one less thing to worry about. With life insurance ticked off your to-do list, you can get back to something more interesting.

Protecting the ones you care about most is a priority, but it shouldn't be a tedious task. At Cover Today, we understand that life insurance can be confusing at times. With that in mind, we are on a mission to make it as straightforward as possible.

You're covered from day 1, no matter where in the world you are. And with your policy in place, your loved ones will receive a lump sum payout when you pass away. It couldn't be simpler.

Our policies are issued by Scottish Friendly Assurance Society Limited, one of Scotland's longest standing Life Insurers of over 160 years, so you can be confident knowing that your policy is backed by a respected and secure organisation.

You now have the financial support to help pay for your funeral and any other necessary expenses. With Cover Today, you can feel confident knowing you have helped take away some of the stress your family might face at an already difficult time. Your policy could also be used to help with other expenses or even as a gift for your loved ones.

Real people like you are at the centre of what we do, and that's why you can count on our friendly, experienced UK sales team to deliver only the highest quality customer service.





About this document

This document will help you understand the main considerations that you need to think about when deciding whether Cover Today Over 50s Life Insurance is right for you.

The document is split into two parts:

1. The '**Key Facts**' section which provides you with a summary of your policy; and
2. The '**Policy Terms & Conditions**' which contains the full details of your policy, including what is covered and what is not covered.

Your Policy Terms & Conditions, application, statement of fact and policy schedule together make up your contract with us. If there's anything that isn't clear or you have any questions, please call us on 0800 470 4367 (weekdays between 9am and 7pm).

The language we use in this document

Some words or expressions used in this document have a special meaning. They will appear in bold font, and their meaning is explained in the Glossary section on page 18.

'We', 'us' or 'our' means Scottish Friendly Assurance Society Limited. References to 'you' and 'your' mean the policy holder.

Please keep this document in a safe place for future reference.

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Glossary

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Key Facts about Over 50s Life Insurance



The Key Facts of the **policy** provide **you** with a summary of the product. The full Terms and Conditions are contained later in this document.

About us

Your policy is arranged by Cover Today. Cover Today is a trading name of Neilson Financial Services Limited, which is an insurance intermediary, and is authorised and regulated by the Financial Conduct Authority and entered on the Financial Services Register under reference no. 594926. Neilson Financial Services Limited is registered in England and Wales under no. 07986483. Registered Office, 2 Windsor Dials, Arthur Road, Windsor, SL4 1RS.

Your policy is issued, underwritten and administered by Scottish Friendly Assurance Society Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and entered on the Financial Services Register under reference no. 110002, with permission to effect and carry out contracts of **insurance**. Scottish Friendly Assurance Society Limited is a friendly society incorporated and registered under the Friendly Society Act 1992, whose registered office is at Galbraith House, 16 Blythswood Square, Glasgow G2 4HJ. Cover Today assists in the administration.

Information about **our** business, performance and financial position, and details on how **we** control **our** business and manage risks can be found in **our** Solvency

and Financial Condition Report (SFCR) available on **our** website:

www.scottishfriendly.co.uk/about-us/solvency-two

The Financial Conduct Authority (FCA)

The Financial Conduct Authority is a financial services regulator. It requires Scottish Friendly, to give **you** the important information contained within this document to help **you** to decide whether Cover Today Over 50s Life Insurance is right for **you**. **You** should read all the information carefully so that **you** understand what **you** are buying, and then keep it safe for future reference.

Which service will Cover Today provide you with?

Cover Today arrange the **policy** on **our** behalf. **You** do not pay Cover Today for doing this. **We** send Cover Today a commission which is a percentage of the total monthly **premium**. **You** will not receive advice or a recommendation from Cover Today nor will they charge a fee for this service. Cover Today will ask some questions in order to provide a quotation. **You** will then need to make **your** own choice about how to proceed. Cover Today only offer life insurance from Scottish Friendly.



What is Cover Today Over 50s Life Insurance?

With Cover Today over 50s Life Insurance **you** can select a **benefit amount** between £1,000 and £22,000, depending on **your** age.

Cover Today Over 50s Life Insurance meets the demands and needs of those who would like a **benefit amount** to leave to their loved ones. This can be used as they wish, for example, it could help towards funeral costs, outstanding debts or could be left as a gift.

Who can take out cover?

You are eligible for Cover Today Over 50s Life Insurance as long as at the **start date you** are resident in the **United Kingdom**, aged 50 to 80 and pass the eligibility questions asked about **your** health.

What is covered?

In the event of **your** death, **we** will provide a lump sum payment as specified below:

Event	Amount payable
Accidental death	Two times the benefit amount
Non-accidental death	The benefit amount

The **benefit amount you** select is specified in **your policy schedule**

Your chosen **benefit amount** will remain fixed throughout the duration of **your policy**, unless **you** select the Increasing Benefit Option.

For full details about what is covered under Cover Today Over 50s Life Insurance, please refer to the Terms and Conditions in section 2 on page 12.

What is the Increasing Benefit Option?

If **you** select the Increasing Benefit Option, the **benefit amount** will increase automatically by a fixed amount of 3% of **your** initial **benefit amount** each year on **your policy anniversary**, as set out in **your policy schedule**. This increase is not subject to further questions about **your** health.

*For example, if the **benefit amount** was £4,000, the **benefit amount** would increase by £120 (which is 3% of £4,000) to £4,120 on the **policy anniversary**. On the following **policy anniversary**, the **benefit amount** would increase by the same amount (£120) to £4,240 and so on.*

Your premium will also increase automatically by a fixed amount of 4.5% of **your** initial **premium amount** each year on **your policy anniversary**, as set out in **your policy schedule**.

*For example, if the **premium** payable was £20 per month, the **premium** would increase by £0.90 (which is 4.5% of £20) to £20.90 per month on the **policy anniversary**. On the following **policy anniversary**, the **premium** would increase by the same amount (£0.90) to £21.80 per month and so on.*

You can ask Cover Today at any time not to apply the automatic increase, in which case neither the **benefit amount** nor **your premium** will increase at the next **policy anniversary**. If **you** opt out of 3 increases in a row, the Increasing Benefit Option will be permanently removed from **your policy** and there will be no further automatic **benefit amount** increases applied and **your premium** will remain fixed.

How much does cover cost?

The amount of **premium** payable will depend on the **benefit amount you** select, **your** age, smoker status and whether **you** select the Increasing Benefit Option. **Premiums** are payable monthly.

The amount of **premium** payable will be stated in **your policy schedule** which will be sent to **you** at the time **you** are accepted for cover.

Your premium will remain fixed throughout the duration of **your policy**, unless **you** have chosen the Increasing Benefit Option in which case **your premium** will increase each year.

Premiums are only payable up until the **policy anniversary** on or following **your** 95th birthday.

When does cover end?

Cover Today Over 50s Life Insurance will continue for the whole of **your** life until the first of the following occurs:

- *the date of **your** death;*
- *if two consecutive monthly **premium** payments are missed;*
- *the date **you** cancel the **policy**; or*
- *the date **we** cancel the **policy** due to non-disclosure of any information that would affect the cover provided under this **policy** or if **we** believe a claim to be false or fraudulent.*

For further information regarding cancellation, please refer to the Terms and Conditions in section 11 on page 16.

General Information

What is my responsibility under the policy?

When **you** hold a Cover Today Over 50s Life Insurance **policy**, it is **your** responsibility to:

- *answer all the questions asked by Cover Today truthfully, accurately and completely to the best of **your** knowledge when applying for **your policy**.*
- *check **your statement of fact** and inform Cover Today if there is anything that is inaccurate or incorrect. The **statement of fact** shows health information and is sent to **you** once **you** have been accepted for cover;*
- *ensure regular monthly **premiums** are paid when due for the duration of the **policy**;*
- *tell Cover Today when **you**, change personal details e.g. name, address or bank details;*
- *check **your policy** annually, to ensure that it continues to meet **your** requirements.*

What are the things to consider?

No cash-in value

The **policy** has no cash-in value.

Benefit may not be paid or your policy cancelled

If **we** discover during the lifetime of **your policy** or at the point of claim that **you** did not disclose relevant accurate information asked at the time of application or **you** do not let Cover Today know of any inaccuracies in the **statement of fact** that will be sent to **you** immediately after **your** application, depending on the circumstances, **your policy** may be cancelled, any claims made under the **policy** may not be paid or only part of **your benefit amount** may be paid.

Affordability

You can decrease **your premium** payments and **benefit amount** at any time, subject to the minimum **benefit amounts** available. Please contact Cover Today if **you** need any help with affordability.

If **you** have chosen the Increasing Benefit Option, the **premium** payable will increase each year on the **policy anniversary**.

If the **premium** payments cannot be met, then **your policy** may end and **you** may receive nothing back.

Missed premiums

Your policy will end with no value if two consecutive **premiums** are missed.

You may pay in more

Depending on how long **you** live, it is possible that **you** may pay in more than the **benefit amount**.

Not guaranteed to cover funeral costs

Cover Today Over 50s Life Insurance provides a lump sum cash benefit for **your** loved ones to use as they wish, when the time comes. It is not guaranteed to meet the full costs of a funeral.

Effects of inflation

Unless **you** have selected the Increasing Benefit Option, the **benefit amount** is fixed when **your policy** starts and does not change. The value of the **benefit amount** may not keep up with inflation and as such, the value may reduce over time.

Inheritance tax

In the event of **your** death and the **policy** paying out to the estate, there may be an inheritance tax requirement. **You** may be able to mitigate inheritance tax by using an appropriate trust. If **you** require any additional information or are unsure about what to do, please speak with a financial advisor or solicitor. The Government may change the tax position described.

How do I cancel the policy?

You have 30 days from the date on which **you** receive **your policy** documents to make sure **you** are happy with **your** cover and decide whether **you** want to keep it.

If **you** want to cancel **your** cover, **you** must contact Cover Today within this period for a full refund, subject to no valid claim being made. If **you** cancel **your** cover after the 30 day period then **you** will not receive any refund of **premium**.

To cancel, please contact Cover Today:

- ☎ 0800 470 4367 (weekdays between 9am and 7pm)
- ✉ Customer Services – Cover Today, PO Box 6063, Windsor, SL4 9GL
- 🔒 enquiries@covertoday.co.uk

If **you** do not cancel, **your policy** will start and end as set out in the Terms and Conditions and **your policy schedule**. We will collect **premiums** as agreed.

How to make a claim?

To make a claim, please contact Cover Today:

- ☎ 0800 470 4367 (weekdays between 9am and 7pm)
- ✉ Customer Services – Cover Today, PO Box 6063, Windsor, SL4 9GL
- 🔒 claims@covertoday.co.uk

For further information regarding how to make a claim, please refer to the Terms and Conditions in section 10 on page 16.

How do I make a complaint?

We and Cover Today hope that **you** never have reason to complain, but if **you** do, **we** will do **our** best to work with **you** to resolve it.

Should **you** wish to make a complaint, please contact Cover Today:

- ☎ 0800 470 4367 (weekdays between 9am and 7pm)
- ✉ Customer Services – Cover Today, PO Box 6063, Windsor, SL4 9GL
- 🔒 complaints@covertoday.co.uk

Please supply **your policy** number so that **your** complaint can be dealt with promptly. If **we**, or Cover Today, cannot resolve **your** complaint immediately, an acknowledgment letter will be sent to **you** within five working days. In the unlikely event that **your** complaint is not resolved to **your** satisfaction or after eight weeks, **you** may refer it to the Financial Ombudsman Service (FOS):

- ☎ 0800 023 4567 or 0300 123 9123
- ✉ The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- 🔒 complaint.info@financial-ombudsman.org.uk

Following the complaints procedure will not affect **your** legal rights.

What is the Financial Services Compensation Scheme (FSCS)?

Both **we** and Cover Today are covered by the FSCS. **You** may be entitled to compensation from the scheme if either party becomes insolvent and cannot meet their obligations under this **policy**. The circumstances of **your** claim will determine whether **you** can make a claim and the amount **you** can claim. The maximum amount the FSCS will pay is 100% of the value of **your** claim, with no upper limit. **You** can obtain more information from the FSCS:

- ☎ 0800 678 1100 or 020 7741 4100
- ✉ Financial Services Compensation Scheme 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU
- 🔒 www.fscs.org.uk

Policy Terms & Conditions

Please keep this document in a safe place for future reference.

A Important information about your policy

Your policy is arranged by Cover Today. Cover Today is a trading name of Neilson Financial Services Limited, which is an insurance intermediary, and is authorised and regulated by the Financial Conduct Authority and entered on the Financial Services Register under reference no. 594926. Neilson Financial Services Limited is registered in England and Wales under no. 07986483. Registered office is at 2 Windsor Dials, Arthur Road, Windsor, SL4 1RS.

Your policy is issued, underwritten and administered by Scottish Friendly Assurance Society Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and entered on the Financial Services Register under reference no. 110002, with permission to effect and carry out contracts of **insurance**. Scottish Friendly Assurance Society Limited is a friendly society incorporated and registered under the Friendly Society Act 1992, whose registered office is at Galbraith House, 16 Blythswood Square, Glasgow G2 4HJ. Cover Today assists in the administration.

This Terms and Conditions document sets out the benefits, terms and limitations of **your** cover.

Some words or expressions have a special meaning. They appear in bold font and their meaning is explained in the Glossary section on page 18.

After **your** application is accepted by **us**, Cover Today will issue **you** with a **policy schedule**. **Your** contract of **insurance** with **us** consists of:

- **your application;**
- **your policy schedule;**
- **your statement of fact;** and
- *this Terms and Conditions document.*

B Cover Today Over 50s Life Insurance

1. Eligibility

You are eligible for Cover Today Over 50s Life Insurance as long as at the **start date you**:

- *are resident in the **United Kingdom**;*
- *are aged 50 to 80; and*
- *pass the eligibility questions Cover Today ask **you** about **your** health.*

2. What is covered

In the event of **your** death, **we** will pay the **benefit amount**. If **your** death is the result of an **accident**, **we** will pay two times the **benefit amount**.

3. Minimum and maximum benefit amounts

The minimum **benefit amount** under the **policy** is £1,000. The maximum **benefit amount** under the **policy** at the **start date** is:

Age at start date	Maximum benefit amount
50-69	£22,000
70-74	£20,000
75-80	£13,000

The **benefit amount you** selected is specified in **your policy schedule**.

If **you** request to increase the **benefit amount** after the **start date**, then the maximum **benefit amount** allowed will be based on **your** age at the date of the request, and any maximum **benefit amounts** applicable at that time. If **you** request to increase the **benefit amount**, this will be subject to further questions about **your** health.

4. Cover start and end dates

The Cover Today Over 50s Life Insurance cover begins on the **start date** as specified in **your policy schedule** and will continue until the first of the following events occur:

- the date of **your death**;
- if two consecutive monthly **premium payments** are missed;
- the date **you cancel the policy**; or
- the date **we cancel the policy** due to non-disclosure of any information that would affect the cover provided under this **policy** or if **we believe a claim to be false or fraudulent**.

For further information regarding cancellation, please refer to the Terms and Conditions section 11 on page 16.

C General conditions and information about your policy

1. Premium payments

Your premium amount is calculated based on the **benefit amount you** selected, **your** age, smoker status and whether **you** have selected the Increasing Benefit Option.

The amount of **premium** payable will be stated in **your policy schedule** which will be sent to **you** at the time **you** are accepted for cover.

Your premium will be debited from **your** nominated bank account monthly on the date of **your** choice. All **premiums** are to be paid in **United Kingdom** currency (£ sterling) from a **United Kingdom** bank account. **Premiums** are payable monthly.

Your premium will remain fixed throughout the duration of **your policy**, unless **you** have chosen the Increasing Benefit Option in which case **your premium** will increase automatically by a fixed amount of 4.5% of **your** initial **premium amount** each year on **your policy anniversary**, as set out in **your policy schedule**.

2. Increasing Benefit Option

If **you** select the Increasing Benefit Option, the **benefit amount** will increase automatically by a fixed amount of 3% of **your** initial **benefit amount** each year on **your policy anniversary**, as set out in **your policy schedule**. This increase is not subject to further questions about **your** health.

You can ask Cover Today at any time not to apply the automatic increase, in which case neither the **benefit amount** nor **your premium** will increase at the next **policy anniversary**. If **you** opt out of 3 increases in a row, the Increasing Benefit Option will be permanently removed from **your policy** and there will be no further automatic **benefit amount** increases applied and **your premium** will remain fixed.

3. Missed premium payments

Your policy will end with no value if two consecutive monthly payments are not paid and **we** will have no further responsibility in respect of this **policy**.

At **our** absolute discretion, **we** may reinstate the cover if the outstanding **premiums** are paid to **us** in full, although **we** reserve the right to make any variation in the cover provided.

As soon as a **premium** payment is missed, Cover Today will try to contact **you** to discuss **your** payment arrangements and may also reattempt collection of **your premium** from **your** nominated bank account.

4. Changing your insurance

4.1 Changes you can make

You may apply, at any time, to change **your policy** during the period of **insurance**, however, **we** cannot guarantee that **we** will be able to make the changes **you** request. Any changes accepted may be subject to the payment of an additional **premium** based on **your** age and further health questions at the time of the request.

If **your** changes are accepted, **you** will receive confirmation of these changes, including, if applicable, a new **policy schedule**. The new **policy schedule** will replace all previous versions issued. **You** can request various changes to **your policy**, including; updating personal details or changing the **benefit amount**.

4.2 Changing your benefit amount

If **you** request to increase the **benefit amount**, this will be subject to questions about **your** health. The **benefit amount** increase will also be subject to the maximum **benefit amounts** available.

If **you** wish to do so, **you** can reduce the **benefit amount** at any time, subject to the minimum **benefit amount** that is available. If **you** do reduce the **benefit amount**, the **premium** will be reduced accordingly.

4.3 Changes to your medical circumstances after the policy starts

If, after the **start date**, **you** should suffer symptoms of, or are diagnosed with, or are treated for any new medical condition which **you** were unaware of before the **start date**, this will not affect the **policy** and **you** do not need to notify Cover Today of this change.

4.4 Changes we can make

We can change the terms and conditions of **your policy** that **we** reasonably consider are appropriate. These changes could affect the amount and type of cover provided under the **policy**. **We** may also make changes due to the result of a change to any applicable legislation or regulation of taxation.

If **we** do decide to make any changes to **your policy**, Cover Today will write to tell **you** at least 28 days before the change takes effect.

5. Annual review of cover

It is **your** responsibility to review the cover annually to ensure it remains adequate for **your** needs.

6. Multiple policies

If **you** are covered under more than one Cover Today Over 50s Life Insurance **policy**, the total lump sum payment provided on death under all **policies** combined will be limited to that which would have applied under a single **policy** with a chosen **benefit amount** equal to the maximum **benefit amount** as illustrated in the 'Minimum and maximum **benefit amounts**' section on page 12.

If a reduction in the amount provided is necessary due to the maximum limits being exceeded, the reduction will be applied to the **insurance policy** most recently commenced and the same proportion of associated **premiums** paid will be refunded.

7. Governing law

This **policy** is governed by the laws of England and Wales, unless at the **policy start date**, **you** are a resident in Scotland, in which case the **policy** is governed by the laws of Scotland. All **policy** communication will be in English.



8. Data protection notice

We and Cover Today fully comply with all applicable Data Protection Legislation and Regulation which protects the **life insured** when:

- **we** or Cover Today contact the **life insured**;
- the **life insured** contacts **us** or Cover Today;
- the **life insured** visits Cover Today website.

Cover Today promises to keep the **life insured's** data safe and private, give them ways to manage their marketing choices at any time and not sell their data to anyone else.

Cover Today shall endeavour to ensure that the personal information they obtain and use will always be held, used, transferred and otherwise processed in accordance with applicable data protection laws and regulations. The Data Protection Law allows Cover Today to use personal information only if they have a clear reason to do so. In order to meet these requirements, Cover Today will only process personal data in the following circumstances:

- when Cover Today have a legitimate interest to do so;
- when Cover Today have a legal duty to;
- in the absence of any of the above, when the **life insured** consents to it.

The **life insured** understands that **we**, and Cover Today, have a legal obligation to ensure that the information within the records held is kept up to date, but can only do so if provided with the up to date information by the **life insured**.

By providing personal information, the **life insured** consents that this information will be used by **us**, Cover Today, **our** reinsurers and Cover Today's service suppliers for administration and customer service, including claims handling.

The **life insured** understands that Cover Today will only use their personal information to send them marketing messages if Cover Today have their explicit consent to do so.

The **life insured** understands that they can withdraw their consent to receive marketing messages at any time by informing Cover Today.

The **life insured** is able to contact Cover Today's Data Protection Officer at any time, to request a paper copy of Cover Today's Privacy Policy. Alternatively, please visit Cover Today's website where **you** can view and download a copy.



9. Accuracy of information

We may not pay part or all of a claim and may have the right to cancel the **policy** at the time if, when **you** applied for the **policy** or when making a claim, **you** failed to answer all of **our** questions truthfully, accurately and completely to the best of **your** knowledge and/or **you** do not provide all the information Cover Today ask for, and/or **you** do not tell them of any inaccuracies before or immediately after **your policy** is issued.

If **your** date of birth as shown on **your policy schedule** is incorrect, the terms of the **policy** shall be cancelled and reissued based on terms that would have applied if the correct date of birth had been given. This could include increasing the amount of **premium** payable, reducing the **benefit amount** or cancelling this **policy**.

If it is identified that **your** date of birth is incorrect whilst assessing a claim, **we** may reduce the **benefit amount** payable by a proportion equal to that which **you** have underpaid in **premium**.

10. How to make a claim

*For example, if **you** should have paid £100 per year but, because of **your** incorrect date of birth, **you** actually paid £80 per year, 20% of **premiums** have been underpaid. In this circumstance, **we** would reduce **your benefit amount** by 20%.*

Claims should be made as soon as possible after the death occurs. To make a death claim under this **policy**, please contact Cover Today:

-  0800 470 4367 (weekdays between 9am and 7pm)
-  Customer Services – Cover Today, PO Box 6063, Windsor, SL4 9GL
-  claims@covertoday.co.uk

Once a claim request is received, Cover Today will send a claim form to be completed, signed and returned. **We** will require proof of a death to assess the claim.

We may also require the **life insured's** treating doctor or a **medical specialist** to complete a report which will be at **our** expense. It may also be necessary to access the **life insured's** medical records.

We may also require further information or documentary evidence to assess the claim.

If any information or documentation that would reasonably be required to assess the claim is not provided by the claimant, **we** will not be able to process the claim until the information or documentation is made available.

Once the claim is accepted, **we** will pay the lump sum due to **you** or the person who is legally entitled to it.

If applicable, **we** will refund any **premium(s)** collected after the date of death in respect of the **life insured** where a valid claim is made in respect of the **life insured**.

When **we** pay a claim, the life **insurance** cover will end and **we** will have no further responsibility under the **insurance** following such payment.

11. Cancellation rights

You have 30 days from the date on which **you** receive **your policy** documents to make sure **you** are happy with **your** cover and decide whether **you** want to keep it. If **you** want to cancel **your** cover within this period, please contact Cover Today:

-  0800 470 4367 (weekdays between 9am and 7pm)
-  Customer Services – Cover Today, PO Box 6063, Windsor, SL4 9GL
-  enquiries@covertoday.co.uk

When Cover Today receive **your** cancellation request, **your** cover will be cancelled and **you** will be sent a letter of confirmation. Any **premium you** may have paid will be refunded, subject to no valid claim being made.

If **you** wish to cancel **your** cover after the 30 day period, **you** can do this by contacting Cover Today. If **you** do, **you** will not receive any refund of **premium**.

If **you** do not cancel, **your policy** will start and end as set out in the Terms and Conditions and **your policy schedule**. **We** will collect **premiums** as agreed.

We can cancel this **policy** in any of the following circumstances:

- *due to non-disclosure or mis-representation of any information that would affect the cover provided under this **policy**;*
- *if **we** believe a claim to be false or fraudulent; or*
- *if two consecutive **premium** payments were not paid when due.*

12. Complaints procedure

We and Cover Today hope that **you** never have reason to complain, but if **you** do, **we** will do **our** best to work with **you** to resolve it. Should **you** wish to make a complaint, please contact Cover Today:

- ☎ 0800 470 4367 (weekdays between 9am and 7pm)
- ✉ Customer Services – Cover Today, PO Box 6063, Windsor, SL4 9GL
- 📧 complaints@covertoday.co.uk

When contacting Cover Today, please confirm **your policy** number.

Depending upon the nature of **your** complaint, Cover Today may deal with **your** complaint directly or send it through to **us**.

We, or Cover Today, will aim to deal with **your** complaint promptly. If **your** complaint cannot be addressed immediately, an acknowledgment letter will be sent to **you** within five working days of receipt of **your** complaint.

Your complaint will continue to be investigated and if **we**, or Cover Today, are unable to respond within four weeks of receipt of **your** complaint, **you** will receive written confirmation that **your** complaint is still being investigated. Within eight weeks of receiving **your** complaint, **you** will either be sent the full and final response detailing the results of the investigation or it will be confirmed that the investigations are still on-going.

If **you** remain dissatisfied after **you** have received the full and final response or, after eight weeks, **you** do not wish to wait for the investigations to be completed, **you** can refer **your** complaint to the Financial Ombudsman Service (FOS):

- ☎ 0800 023 4567 or 0300 123 9123
- ✉ The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- 📧 complaint.info@financial-ombudsman.org.uk

Following the complaints procedure will not affect **your** legal rights.

13. Financial Services Compensation Scheme (FSCS)

Both **we** and Cover Today are covered by the FSCS. **You** may be entitled to compensation from the scheme if either party becomes insolvent and cannot meet their respective obligations under this **policy**. The circumstances of **your** claim will determine whether **you** can make a claim and the amount **you** can claim. The maximum amount the FSCS will pay is 100% of the value of **your** claim, with no upper limit. **You** can obtain more information from the FSCS at:

- ☎ 0800 678 1100 or 020 7741 4100
- ✉ Financial Services Compensation Scheme 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU
- 🌐 www.fscs.org.uk

Glossary

In this document, some words appear in bold font, for example, **policy**. These words have special meanings as explained below.

Accident means an event resulting in bodily injury occurring whilst this **policy** is in force, where the injury is directly and solely caused by accidental, violent and external means and where the injury is not self-inflicted.

Accidental death means death occurring as a direct result of an **accident** which took place while the **life insured** was covered under the **policy** and where death occurs within 90 days of the **accident**.

Benefit amount means the amount of cover chosen by **you** and used to determine the lump sum payment provided under this **policy**. The **benefit amount** is shown in the **policy schedule**.

Insurance means, in respect of a **life insured**, the **benefit amount** that has been applied for by the **policy holder** and accepted by **us** as indicated on the **policy schedule**.

Life insured means the **policy holder**.

Medical specialist means a person who:

- *holds an appointment as a Consultant at a hospital in the **United Kingdom** or country where the insured event giving rise to the claim arose;*
- *is acceptable to **our** Chief Medical Officer; and*
- *is a specialist in an area of medicine appropriate to the cause of the claim.*

The **medical specialist** must not be a **life insured** under this **policy**, their spouse, partner, relative or business associate.

Policy means the legal contract between the **policy holder** and **us**. The **Policy** Terms and Conditions, **your** application, any future application accepted by **us**, **statement of fact** and the current **policy schedule** make up the **policy**.

Policy anniversary means the anniversary of the date on which **your** first **premium** payment for this **policy** was requested.

Policy holder means the owner of this **policy**. This **policy** may not be transferred to a third party.

Policy schedule means the **policy schedule** for this **policy**, or any replacement **policy schedule**, issued by Cover Today and showing the details of the cover provided by the policies within the **policy**.

Premium means the amount of money **we** charge **you** on a monthly basis for this **policy**.

Start date means the date an application for a **life insured** is accepted by **us** and cover starts as set out in **your policy schedule**. If changes are made to **your policy** after the **start date**, these changes are effective from the date of the change.

Statement of fact means a statement of the health information supplied by **you**, on which **your policy** is based.

United Kingdom means England, Northern Ireland, Scotland and Wales.

We, us, our means Scottish Friendly Assurance Society Limited who are responsible for the issue, underwriting and administration of **your policy**.

You, your means the **policy holder**.





 **0800 470 4367**

Lines are open from 9am to 7pm Monday to Friday (excluding bank holidays).
Calls are recorded for training and quality purposes

 enquiries@covertoday.co.uk

 Cover Today, PO Box 6063, Windsor, SL4 9GL

Customers with Disabilities

This document and other associated documentation are also available in other formats. If you require an alternative format, please contact Cover Today.