

# Over 50s Life Insurance

## Policy Conditions



### Introduction

These **policy conditions** are written confirmation of your contract with Aviva Life & Pensions UK Limited. It's important that you read them carefully together with your **policy schedule** and then keep both documents in a safe place.

If you have any questions, you can call us on **0800 2851 104**. From outside the UK, the number is **+44 1603 603 479**. Calls may be monitored and will be recorded and saved for a minimum of five years.

The words shown in **bold** may be defined terms; we explain these in the "Definitions" section.

### Your cover and premiums

In order for cover to be maintained, you need to pay your premiums throughout the **premium term**. Your premiums will be guaranteed so they'll stay the same throughout the **premium term**. If a successful claim is made, the death benefit will be paid as a lump sum payment.

### Your benefits

We'll pay a lump sum payment when you die. Once we've accepted a claim, the policy will end.

<b>Death on or after the first anniversary date of the policy</b>	<b>What we pay</b>
If the <b>life covered</b> dies as a result of any means	We'll pay the <b>cover amount</b> shown in the <b>policy schedule</b> .

<b>Death before the first anniversary date of the policy</b>	<b>What we pay</b>
If the <b>life covered</b> dies as a result of <b>accidental death</b>	We'll pay the <b>cover amount</b> shown in the <b>policy schedule</b> .
If the <b>life covered</b> dies as a result of <b>natural causes</b>	We'll pay an amount equal to the premiums you've paid.
If the <b>life covered</b> is living outside the UK, Europe, USA, Canada, Australia or New Zealand at the time of death whether due to <b>accidental death</b> or by any other means	We'll pay an amount equal to the premiums you've paid.
If the <b>life covered's</b> death is caused directly or indirectly by any of the following: <ul style="list-style-type: none"><li>• Suicide or intentional self-inflicted injury</li><li>• Alcohol or drug misuse</li><li>• Taking part in a criminal act</li><li>• Flying except as a paying passenger on a commercial airline</li><li>• Hazardous pursuits</li></ul>	We'll pay an amount equal to the premiums you've paid.

## Making a claim

If you need to make a claim, please call **0800 158 3467** or **01603 622 200**. From outside the UK, the number is **+44 1603 622 200**. Opening hours are Monday to Friday 8.00am-6.00pm and Saturday 8.00am-2.00pm. Calls may be monitored and will be recorded and saved for a minimum of five years.

Before we can pay a claim we need to assess it. To do this, we'll ask for some important information. If we ask for information from third parties, we'll pay for it.

The kind of information we need may include, but isn't limited to, the following:

- Proof that the life covered has died.
- Proof of who legally owns the policy.
- Proof of the date of birth of the life covered.
- Conversations with, and reports from, third parties such as coroners, medical practitioners, and the police.

When we assess a claim, we rely on the information we're given. If any of the information is untrue or incomplete and would have affected whether we paid a claim or not, we may not pay the claim, and we can reclaim any benefit payments we've already made.

If this happens, we won't make any further payments, and we may also cancel the policy without refunding any premiums.

This doesn't affect any other legal rights we have.

If we accept a claim, we'll make any relevant payment to you.

## Paying your premiums

You need to pay your premiums throughout the **premium term**. The **premium term** will be confirmed in your **policy schedule** and will be a maximum of 30 years, or until the **anniversary date** after your 90<sup>th</sup> birthday, whichever is earlier.

Premiums are payable monthly by Direct Debit. All Direct Debits need to come from a bank or building society in the UK, the Channel Islands, the Isle of Man or Gibraltar, in the currency of the UK.

We show the initial premium you'll pay, and the date it and subsequent premiums are due, in the **policy schedule**. You have 60 days from each due date to pay your premium. If you have to make a claim during this period, we'll deduct the unpaid premium from the benefit we pay.

If you don't pay your premiums within the 60 day period, we'll cancel your policy. If this happens, you won't be able to make a claim.

## Premium limits

The number of Over 50s Life Insurance policies you can hold through Aviva UK Digital Limited is limited to a maximum monthly premium of £100 per **life covered**. Any policies you take out which exceed this limit will be invalid and we'll cancel them. If this happens, we'll refund the premiums paid, without interest, and you won't be able to make a claim.

## Policy term

This policy is a whole of life policy. Cover will be provided until we have accepted a claim for the death benefit, provided that all premiums are paid throughout the **premium term**.

## Changing your details

You need to let us know if your contact details, or those of any **life covered**, change.

## Acceptance of instructions

We can't accept any instruction, request or notice from you until we receive all the information we need. We'll tell you what kind of information or documentation we need.

## Cancelling your policy

You have a 30 day cooling off period to change your mind. If you cancel within this period, we'll refund any premiums you've paid.

The cooling off period begins on the later of:

- the day we tell you when your policy will start
- the day you receive your policy documents.

You can still cancel the policy after the cooling off period ends, but we won't refund your premiums.

If you cancel your policy, you won't be able to make a claim.

## Eligibility

You must be aged between 50 and 80 years to apply for this policy.

You must also be a **resident** of the UK. This does not include the Channel Islands, the Isle of Man or Gibraltar.

## General conditions

### Policy amendments

We may alter these **policy conditions** for any of the following reasons:

- To respond, in a proportionate manner, to changes in:
  - the way we administer these type of policies
  - technology or general practice in the life and pensions industry
  - taxation, law or the interpretation of the law, decisions or recommendations of an ombudsman, regulator or similar body, or any code of practice with which we intend to comply.
- To correct errors if it is fair and reasonable to do so.

If we think any alteration to these **policy conditions** is to your advantage, we'll make it immediately and tell you at a later date.

We'll also do this if the alteration is due to regulatory requirements.

If any alteration is to your disadvantage, we'll aim to tell you in writing at least 60 days before we make it. However, external factors beyond our control may mean we have to give you less notice.

If you're not happy with any alteration we make to your policy, you can cancel it.

### Incorrect Information

If the date of birth of the **life covered** is wrong we'll base the payment we make for any successful claim on the correct date of birth. We'll tell you if this happens.

If, using the correct date of birth, the age of the **life covered** when you took out your policy would have been outside of our limits, we'll cancel your policy. If this happens, we'll tell you. You won't be able to make a claim after we've cancelled your policy. However, we'll refund all your premiums (without interest).

We rely on the information you give us. If any of it is untrue or incomplete and would have affected our decision to provide your policy, we may:

- change the terms of your policy
- change the premiums you have to pay
- cancel your policy and refund the premiums you've paid (without interest).

If we cancel your policy, a claim can't be made.

### **Third party rights**

This policy does not give any rights to anyone except you and us.

We may, with your agreement, amend or cancel this policy without reference to, or consent from, any other person.

### **General**

If you want to transfer ('assign') the policy to someone else, you must tell us in writing before we can pay a claim.

Where appropriate, words in the singular include the plural and vice versa.

### **Law**

You and we have a free choice about the law that can apply to a contract. This policy is issued in England, under English law. By entering into this contract you agree that English law applies.

The Courts of England and Wales shall have non-exclusive jurisdiction over any claim, dispute or difference which may arise out of, or in connection with, this contract.

## Definitions

Throughout these **policy conditions** we have highlighted defined terms in bold type (except for personal terms like “we” and “you”) so you know when they apply. The meanings of these words are set out below.

“You” or “your” refers to the policyholder(s) named in the **policy schedule**, or anyone else who becomes the legal owner of the policy.

“We”, “us” or “our” means Aviva Life & Pensions UK Limited.

### Accidental death

Death resulting from bodily injury caused directly by accidental, external violent and visible means and not as a direct result of the **life covered's** sickness, disease or physical disorder.

### Alcohol or drug misuse

This includes, but is not limited to, the following:

- consuming too much alcohol
- taking an overdose of drugs, whether lawfully prescribed or otherwise
- taking controlled drugs other than in accordance with a lawful prescription.

### Anniversary date

The anniversary of the **start date** shown in the **policy schedule**.

### Cover amount

The amount we pay for a successful claim under this policy. The cover amount is shown in your **policy schedule**.

### Hazardous pursuits

If death occurs due to the **life covered** participating in the following:

- Motor sports (including motorcars, motorcycles and speedboats)
- Mountaineering in which the use of ropes or guides is needed
- Potholing
- Diving using artificial breathing apparatus.

### Life covered

The person whose life is being covered and in the event of their death, a claim could be made.

### Natural causes

Sickness, disease or physical disorder.

### Policy conditions

This document which forms our contract of insurance with you providing the cover under the policy as agreed. The application (that you made and which we have accepted) and the **policy schedule** also form part of the contract and must be read together with these policy conditions.

### Policy schedule

This will show the specific detail of your policy, such as who it covers, the **cover amount** and how much it will cost.

### Premium term

This relates to the period you will be required to pay premiums in order for the cover to be maintained. It's shown in your **policy schedule**.

### Resident

At the time you complete the application you must be physically living in the UK and:

- a citizen of the UK; or
- have been granted permission to settle permanently in the UK.

### Start date

The date on which cover under this policy starts. It's shown in the **policy schedule**.

## Braille, large font, audio material

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Just call us on **0800 068 6800** or email [helpdesk@aviva.com](mailto:helpdesk@aviva.com) and tell us:

- the format you need
- your name and address
- the name or code of the document. The code is usually at the bottom of the page on the back of most documents.

The customer call centre is open Monday to Friday 8.30am – 5.30pm, and Saturday 8.30am to 2.00pm.

Calls may be monitored and will be recorded and saved for a minimum of five years.