

Over 50s Life Insurance Plan



Policy Summary

keyfacts[®]

This summary tells you the key things you need to know about our Over 50s Life Insurance Plan. You should read it carefully so you understand how the policy works. It can help you decide whether it is right for you. It doesn't give you the full terms of the policy. You can find these in our policy conditions.

Our Over 50s Life Insurance is provided by Aviva Life & Pensions UK Limited.

What is Over 50s Life Insurance?

It's a life insurance policy that lasts for the whole of your life, as long as you pay your premiums when they are due. We guarantee to pay the cover amount if you die on, or after, 12 months from taking out the policy.

The table below shows what is paid and when.

If death occurs on or after the first anniversary date of the policy	What we pay
If you die due to any reason	We'll pay the cover amount shown in the policy schedule.

If death occurs before the first anniversary date of the policy	What we pay
If you die as a result of accidental death	We'll pay the cover amount shown in the policy schedule.
If the life covered dies due to anything other than an accidental death	We'll pay an amount equal to the premiums you've paid.

We won't pay out the cover amount within the first 12 months if the accidental death occurs while you are living outside UK, Europe, USA, Canada, Australia or New Zealand, or is caused directly or indirectly due to:

- Intentional self-inflicted injury, including suicide
- Alcohol or drug misuse
- Taking part in a criminal act
- Flying except as a paying passenger on a commercial airline
- Hazardous pursuits.

You can see the full details of these exclusions in the policy conditions.

The policy has no cash-in value at any time.

Can I apply?

We guarantee to accept you with no health questions if you're:

- a permanent resident of the UK
- aged between 50 and 80.

You must answer the questions on your application correctly. If you don't it may affect whether a claim is paid or not.

Only one person can be covered by the policy, but if you have a partner you can take one out each.

How much does cover cost?

It all depends on how much cover you want, and your age. When you apply for your policy, you can choose either the premium you want to pay or the lump sum paid on death. The minimum premium is £5 a month. The total monthly premium can't be more than £100 per month across all your Over 50s Life Insurance policies you've taken out with Aviva UK Digital Limited.

Premiums are paid monthly by Direct Debit and are guaranteed, which mean they'll stay the same throughout your policy.

IMPORTANT: The total amount you'll pay for your policy will depend on how long you live for. The lump sum paid out could be less than the total amount you've paid in premiums. When you apply your quote will show the age you would be at the point where the premiums paid are equal to the cover amount, if applicable.

How long do I pay premiums for?

You'll either pay premiums for a maximum of 30 years or until the policy anniversary after your 90th birthday, whichever comes first. Once we stop collecting premiums your policy continues until we pay a claim.

If you stop paying the premiums when due, your policy will be cancelled and you won't get any benefits for the amount you've already paid.

Can I make changes to my policy?

No, you can't change it once it's started. As the cover amount is fixed, inflation will reduce what you can buy in the future so it's important to review your cover over time to ensure it continues to meet your needs. It's not easy to accurately predict how rising costs will impact the value of cover in the future, however you can take out another policy with us if you need to top up your cover, subject to availability, eligibility and maximum premium limits.

How to make a claim

Call our claims department on **0800 158 3467**. From outside the UK, the number is **+44 1603 622 200**. Lines are open: Monday to Friday 8.00am – 6.00pm and Saturday 8.00am to 2.00pm.

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

What about tax

In the UK, the payments we make are currently free from personal liability to income and capital gains tax. However, they may be subject to inheritance tax, unless you put your policy in trust.

We'd recommend that you get independent financial advice. This is because your individual circumstances can affect your tax position. Please remember that tax rules may change in the future.

Can I change my mind?

Starting from the date you get your policy schedule, or the day we confirm when your policy will start (whichever is the later), you get 30 days to change your mind. If you cancel within this period, we'll refund any premiums you've paid. If you want to cancel the policy after 30 days you can, but you won't get any money back.

How do I contact you about my policy?

Call us on **0800 2851 104**. From outside the UK, the number is **+44 1603 603 479**. Lines are open: Monday to Friday 8.00am – 8.00pm, Saturday 8.30am – 5.00pm and, Sunday & Bank Holidays 10.00am – 4.00pm. We are closed on Christmas Day, Boxing Day and New Years Day. Calls may be monitored and will be recorded and saved for a minimum of five years.

Email us on directprot@aviva.com.

Write to us at Aviva, PO Box 520, Norwich, NR1 3WG.

What if I want to complain?

You can call us on **0800 285 1104**. From outside the UK, the number is **+44 106 603 479**. Lines are open Monday to Friday 8:00am to 8:00pm, Saturday 8:30am to 5:00pm and Sunday 10:00am to 4:00pm. We are closed on Christmas Day, Boxing Day and New Years Day. Calls may be monitored and will be recorded and saved for a minimum of five years.

Alternatively, you can email us on directprot@aviva.com.

Or you can write to us at Aviva, Customer Relations, PO Box 3182, Norwich, NR1 3XE.

If you are not satisfied with our response, you may be able to take your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service can look at most complaints and is free to use. You do not have to accept their decision and will still have the right to take legal action. Their contact details are:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone: **0800 023 4567** or **0300 123 9123**.

E-mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

If you have taken a product out online or over the telephone with us, and are unhappy with the product or the service you received, you can use the European Commission's Online Dispute Resolution service to make a complaint. The purpose of this platform is to identify a suitable Alternative Dispute Resolution (ADR) provider and we expect that this will be the Financial Ombudsman Service. Please be aware that the Financial Ombudsman Service will only be able to consider your complaint after Aviva have had the opportunity to consider and resolve this. Website: www.ec.europa.eu/odr

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 the contract you agree that English law applies.

The Courts of England and Wales will have non-exclusive jurisdiction in legal disputes.

We'll always write and speak to you in English.

We're regulated by the Financial Conduct Authority:

The Financial Conduct Authority
12 Endeavour Square
London
E20 1JN

We're also regulated by the Prudential Regulation Authority:

The Prudential Regulation Authority
20 Moorgate
London
EC2R 6DA

Solvency Financial Condition Report

Every year we publish a Solvency and Financial Condition report which provides information about our performance, governance, risk profile, solvency and capital management. This report is available for you to read on our website at www.aviva.com/investor-relations/institutional-investors/regulatory-returns.

Compensation

Our Over 50s Life Insurance is covered by the Financial Services Compensation Scheme. If we become insolvent and we can't meet our obligations under this policy, the scheme may cover you for 100% of any successful claim you make.

For more information about the scheme, please visit www.fscs.org.uk or call **0800 678 1100** or **020 7741 4100**.

Braille, large font, audio material

You can order our literature in braille, large font or audio.

Just call **0800 068 6800** or email 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 to 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.