

Guaranteed Life Assurance

Policy Conditions



Leaving behind a lump sum
could make a big difference to
your loved ones.

Effective 1st March 2022

3 | *Definitions*

4 | *Your policy*

6 | *How to make a claim*

7 | *Making changes*

8 | *How to cancel your policy*

9 | *Further information*

Welcome

This Policy Conditions document is for our Guaranteed Life Assurance Plan. It sets out how the policy is administered and forms the basis of the contract between you and National Friendly, the manufacturer of this product.

This Policy Conditions document is provided to you together with the Policy Schedule which shows the personalised details of the cover provided by your policy.

You should also read the Policy Summary which is available in print or can be downloaded from our website www.nationalfriendly.co.uk.

The Policy Summary document provides the key information you need to know before deciding whether to apply for the Guaranteed Life Assurance Plan.

You should keep all of these documents together in a safe place as you might need to refer to them in future.

You should review your cover from time to time to decide whether this policy remains adequate for your needs.

If you have any questions about your policy, or this Policy Conditions document, or if you would like to request any of the documents listed above, please contact us using the details on the back page.

Definitions

These terms have a particular meaning or definition for the purposes of cover under the Guaranteed Life Assurance Plan and are defined here.

All other words and phrases in this Policy Conditions document are left to their natural (dictionary) meaning or definition.

Accidental death - death from bodily injury caused solely by violent accidental, external, and visible means, independently of any physical illness or infirmity, and where death occurs within 90 days of such injury. We will not consider the following to be causes of accidental death:

- Suicide or intentional self-harm;
- Alcohol or drug misuse;

Death as a result of participation in: flying where you are not a fare-paying passenger; parachuting; skydiving; hang gliding; motor sport; powerboat racing; diving; mountaineering; or the armed forces;

Non-accidental death - death which is not accidental death.

Qualifying period - the amount of time after which we will pay the full sum assured. The qualifying period will be either six months or two years depending on whether you chose to answer two medical questions during the application process and the responses you gave. The qualifying period for your policy is shown on your Policy Schedule.

Sum assured - the sum of money we guarantee to pay on your accidental death at any time as a policyholder or on your non-accidental death occurring after the qualifying period of your policy. The amount of sum assured for your policy is shown on your Policy Schedule.

UK - for the purpose of your policy cover and eligibility, this means England, Scotland, Wales, and Northern Ireland, but not the Channel Islands or the Isle of Man.

1.0 Your policy

1.1 Your Guaranteed Life Assurance Plan is a whole of life policy which means it will pay out a sum of money on death whenever it occurs whilst the policy is in force.

1.2 The sum assured, as detailed on your Policy Schedule, is the amount we will pay out should you die from:

- accidental death at any time; or
- non-accidental death after the qualifying period of the policy.

1.3 If you die from non-accidental death during the qualifying period of your policy we will pay out a sum equal to the monthly premiums you have paid.

1.4 It is important to be aware that your sum assured does not increase over time – so its value will be reduced in future as the cost of living generally increases over time.

1.5 You can have any number of Guaranteed Life Assurance policies with us, providing your combined premiums for them do not exceed £100 per month where standard premiums/sums assured apply, or £90 per month where discounted premiums/increased sums assured apply.

1.6 Non-smokers must be at least 50 years attained and no older than age 80 years attained when taking out the policy. Smokers must be at least 50 years attained and no older than 75 years attained when taking out the policy.

1.7 You also need to be a UK resident when you take out the policy.

1.8 Your policy will last for the rest of your life, providing you continue to pay your premiums when they are due.

Placing the policy in trust

1.9 You can arrange at any time for this policy to be held in trust for your chosen beneficiary or beneficiaries on your death.

1.10 A trust is a legal arrangement which allows a policy to be administered by a trustee or trustees. The trustees are chosen by the policyholder.

1.11 The trustees will then follow the trust's instructions to distribute the policy benefits to the people who will benefit from the trust.

1.12 Placing a policy into trust can ensure that the proceeds go to your intended beneficiaries and doing so may have certain tax advantages, however it may restrict how you can use or direct the benefits.

1.13 We cannot provide any advice on which trust (if any) is best for you and recommend you seek legal advice before making a decision. We have a limited range of trust forms available to help you. If you would like details please contact our Customer Services team.

1.14 If you would like details of other trusts you should arrange this yourself through a solicitor.

1.15 If you choose to place your policy in trust you should send a copy of the trust deed to: Customer Services, National Friendly 11-12 Queen Square Bristol BS1 4NT.

Making a nomination

1.16 If your policy is not in trust then you can, at any time, nominate a beneficiary or beneficiaries to receive the proceeds of this policy up to a maximum of £5,000 on your death.

1.17 The £5,000 limit is across all policies you hold with National Friendly.

1.18 If the total value of claims upon your death exceeds £5,000, we will pay the first £5,000 under the terms of the nomination and any amount over £5,000 in line with our death claims process which we will explain to your representative.

1.19 You should review your nomination from time to time and update it should your wishes change.

For how long will I pay my premiums?

1.20 Premiums are due on the 1st calendar day of each month and are payable monthly by direct debit. You can pay your direct debit on any day between the 1st and 28th of the month.

1.21 Premiums will be due from the start date to the shown on your Policy Schedule.

1.22 We will not collect further premiums following notification of your death and will refund any premiums collected in the period between your death and when we are notified.

1.23 Depending on how long you live, it is possible you could pay more in total for your policy during the term than the amount of sum assured. We will provide this information on your Policy Schedule.

What happens if I miss one or more premiums?

1.24 It's important to keep up payment of your premiums to maintain the cover provided by this policy. Should you be aware of any changes to your direct debit please contact us.

1.25 If you miss a premium payment, we will let you know. We will attempt to take payment for all outstanding premiums the following month but if this fails your policy will close and all cover will end.

1.26 You will have until the end of the third month from the date of the first missed payment to reinstate the policy by paying all premiums due. So, if your first missed payment was 1st January and your policy closed in February, we would need to receive three months' premiums from you before 31st March in order to reinstate your cover.

1.27 If you should die whilst you have missed premiums and before we close your policy due to non-payment, we will deduct the amount of outstanding premiums from the sum assured payable where your death is from accidental death at any time or non-accidental death after the qualifying period of the policy.

1.28 If you should die after we have closed the policy due to non-payment, your estate or beneficiaries will not receive any payout.

Access to private GP services

1.29 Your policy has the built in advantage of access to our virtual GP service. It's called Friendly GP and it can be accessed over the phone or online 24 hours a day, 7 days a week.

1.30. The service includes:

- 24/7 GP telephone consultations;
- video consultations;
- private prescriptions;
- open referrals.

1.31 For more information please see the Existing Customers page on our website or contact us using the details on the back page.

2.0 How to make a claim

2.1 In the event of your death, your representative should contact us. Our contact details and opening hours are given on the back page.

2.2 We will then send out a claim form, which should be completed and returned to us. Sometimes we may ask for more information where we reasonably need it to approve the claim. We will tell the person making the claim if this is the case.

Information we may need to see includes, but is not limited to:

- Evidence of the policyholder's death, such as a death certificate;
- Evidence of a change of name, for example a marriage certificate;
- The trust deed, where the benefits are placed in trust;
- Medical records, for example to confirm accidental death in the qualifying period of the policy.

How we pay the claim

2.3 Once we have approved the claim we will pay the money directly into a UK bank account. Alternatively we can pay by cheque made payable to a UK bank account holder.

2.4 If we receive any premiums after your month of death we will also refund these. We do not refund any part of your premium for the month in which death occurs.

Will the payment on death be taxed?

2.5 When we make a payment on your death it will be free from UK income tax and capital gains tax.

2.6 If you have put your policy benefits into a trust then the payment can normally be made to your beneficiaries without any liability to inheritance tax.

2.7 If your policy benefits are not put into a trust then this death payment will form part of your estate. This means that inheritance tax may have to be paid on it.

2.8 Please bear in mind that this is based on our understanding of tax rules which may change in the future, and which could affect the value of any benefits paid from your policy.

2.9 If you need specialist tax advice you should contact a practising accountant or solicitor.

3.0 Making changes

Changes to your personal information

3.1 Please carefully read through and check the copy of your application and notify us of any incorrect or missing information as soon as possible. This is so we can check your policy has the correct premium and provides the correct level of cover.

3.2 Please tell us about any change to your name, postal or email address, telephone number or bank details as soon as possible so we can maintain contact with you and collect your premiums when due.

3.3 We may ask you to provide further information, such as evidence of a change of name on marriage.

3.4 You should also tell us if you make changes to a trust or nomination in respect of this policy.

3.5 To tell us about any changes, please find our contact details and opening hours on the back page.

3.6 You cannot change the premium or cover on your policy once it has started.

How we can make changes

3.7 We can vary these Policy Conditions:

- To reflect changes in legislation, regulation or taxation which affect the policy;
- To allow us to administer the policy more efficiently;
- To clarify anything which is unclear;
- To correct any errors.

3.8 Premiums for this policy do not currently include insurance premium tax. If in future the government changes the tax treatment for this policy, we may change your premium to reflect this change. We will let you know in writing of any such change in good time before the change takes effect.

3.9 As a non-contractual benefit we reserve the right to change or remove the Virtual GP service entirely, at any time, if we have reasonable grounds to believe it will change the expected future profitability of Guaranteed Life Assurance policies.

3.10 We will write to you in good time to give you notice of any change to the Policy Conditions and explain any options you have at the time.

3.11 Nothing in these Policy Conditions affects your statutory rights.

4.0 How to cancel your policy

4.1 You can cancel your policy at any time but you will lose all cover if you do.

Within 30 days

4.2 You have the right to cancel your policy within 30 days of receiving your welcome pack of policy documents which includes your Policy Schedule. You will receive a full refund of any premiums paid.

4.3 To exercise your right to cancel you should write to us and inform us of your instruction to cancel within 30 days of receiving your welcome pack. Our contact details are on the back page of this document.

After 30 days

4.4 If you choose to close your policy after 30 days of receiving your welcome pack you will not receive a refund of your premiums. We will end your policy from the end of the month for which cover was purchased by your premium.

4.5 You can cancel your policy by writing to us giving instruction to cancel and enclosing your Policy Schedule.

5.0 Further information

Complaints

5.1 We hope that you never have reason to complain about your policy or the service you receive from us. If you do, you have the right to complain and we would like to put things right.

5.2 You can tell us what's gone wrong by telephone, email or post.

- Phone us: 0333 014 6244 8am-6pm Monday to Friday excluding bank holidays. Calls from UK landlines and mobiles cost no more than a call to an 01 or 02 number and will count towards any inclusive minutes.
- Email us: complaints@nationalfriendly.co.uk
- Write to us:
Complaints Coordinator
National Friendly,
11-12 Queen Square,
Bristol
BS1 4NT

5.3 We will explain our complaints process, investigate your complaint and try to resolve it promptly to your satisfaction.

5.4 We aim to resolve complaints and send you our final response in writing within three business days, or within four to eight weeks for more complex complaints.

5.5 If we cannot resolve your complaint to your satisfaction, you may be able to refer your complaint to the Financial Ombudsman. This service is free and using it in no way affects your legal rights to take civil action. You can find out more information at www.financial-ombudsman.org.uk.

5.6 You can contact them by writing to: Financial Ombudsman Service, Exchange Tower, London E14 9SR, or by telephoning: 0800 023 4567. You can e-mail them at complaint.info@financial-ombudsman.org.uk

How is my policy protected?

5.7 National Deposit Friendly Society Limited is covered by the Financial Services Compensation Scheme (FSCS) in the event that we are unable to meet our liabilities.

5.8 Full details of what you are protected for can be found at www.fscs.org.uk. or by telephoning 0800 678 1100. Alternatively you can write to The Financial Services Compensation Scheme, PO Box 200, Mitcheldean GL17 1DY.

Data Protection

5.9 We are committed to protecting your privacy and as such National Friendly will only obtain, hold, and use your personal information where permitted by and in accordance with the Data Protection Act 2018. For further details on how we obtain, hold, and use your personal data, please see our General Privacy Notice at www.nationalfriendly.co.uk/privacy which sets out the types of information we collect about you, how we collect and use the information, who we might share the information with and where such information may be transferred, how long we will hold the information for, the steps we will take to make sure it stays private and secure, and your rights in respect of your information.

5.10 You should receive a copy of our General Privacy Notice with your welcome pack. As well as being available online, you can request a copy of our General Privacy Notice by contacting us using the details on the back page of this document.

5.11 You are responsible for making sure you provide us with accurate and up-to-date information. If you provide information for or about another person in the context of your dealing with National Friendly, you will need to tell them how to find the General Privacy Notice and make sure they agree to us using their information for the purposes set out in it.

About National Friendly

5.12 National Friendly is a trading name of National Deposit Friendly Society Limited, which is incorporated in England and Wales no. 369F. Our registered office is at 11-12 Queen Square, Bristol BS1 4NT.

5.13 We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our financial services register number is 110008. You can check this at <https://register.fca.org.uk> or by telephoning 0800 111 6768.

5.14 Policyholders of this policy are automatically members of National Friendly, have voting rights, and can attend our Annual General Meeting.

5.15 As a mutual society we're owned by our members and so all of our profits are invested in improving member benefits and our service to our customers, instead of paying dividends to shareholders. The manner in which the Society operates is set out in a Rule Book. This can be found at www.nationalfriendly.co.uk/downloads. You can also request this from our Customer Services department.

The policy contract

5.16 Your Policy Schedule shows the start date of this Guaranteed Life Assurance Plan with National Friendly.

5.17 Policies will be on a single life basis only; no joint policies are permitted.

5.18 We will send you a statement of cover every three years throughout the contract.

5.19 In the event of a dispute this policy will be subject to English law and the jurisdiction of English courts.

5.20 All correspondence will be in English, and all currency used will be in GB pound sterling (£).

Customer categorisation

5.21 We are required by one of our regulators, the Financial Conduct Authority, to categorise our customers to determine the level of protection they will receive. If you are a policyholder or a payer for this Guaranteed Life Assurance Plan we will treat you as a retail consumer. This gives you the highest level of protection available under the Financial Conduct Authority rules.

Assignment

5.22 You cannot assign this policy and are not permitted to sell it on, or trade it, to anyone else.

Fraudulent claims

5.23 Throughout your dealings with us we expect you to act honestly. If you or anyone acting for you:

- a. knowingly provides information to us as part of your application for your policy that is not true and complete to the best of your knowledge and belief; or
- b. knowingly makes a fraudulent or exaggerated claim under your policy; or
- c. knowingly makes a false statement in support of a claim; or
- d. submits a knowingly false or forged document in support of a claim; or
- e. makes a claim for any loss or damage caused by your wilful act or caused with your agreement, knowledge or collusion,

then:

- i. We may prosecute fraudulent claimants;
- ii. We may make the policy void from the date of the fraudulent act;
- iii. We will not pay any fraudulent claims;

iv. We may reduce the sum assured or increase the premium on your policy from inception, and/or increase the qualifying period from six months to two years, to reflect the terms of cover you would have received, had the fraud not been perpetrated;

v. We will be entitled to recover from your estate the difference between the fraudulent claim already paid and the amount to which you would have been entitled, had the fraud not been perpetrated;

vi. We may not return any premium paid for your policy;

vii. We may inform the police of the circumstances;

viii. A policyholder may also be expelled from membership of National Friendly in any of the above scenarios, as set out in our Rule Book.

Contact us

For information on setting up this policy, to request a copy in Braille, large print, or audio, or to make a claim, please:

Call us on:

0333 014 6244 Calls from UK landlines and mobiles cost no more than a call to an 01 or 02 number and will count towards any inclusive minutes. Lines are open 8am-6pm, Monday to Friday excluding bank holidays. Calls are recorded for training and quality purposes.

Or email us on:

info@nationalfriendly.co.uk

Or visit us at:

www.nationalfriendly.co.uk

Or mail us at:

11-12 Queen Square, Bristol BS1 4NT



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