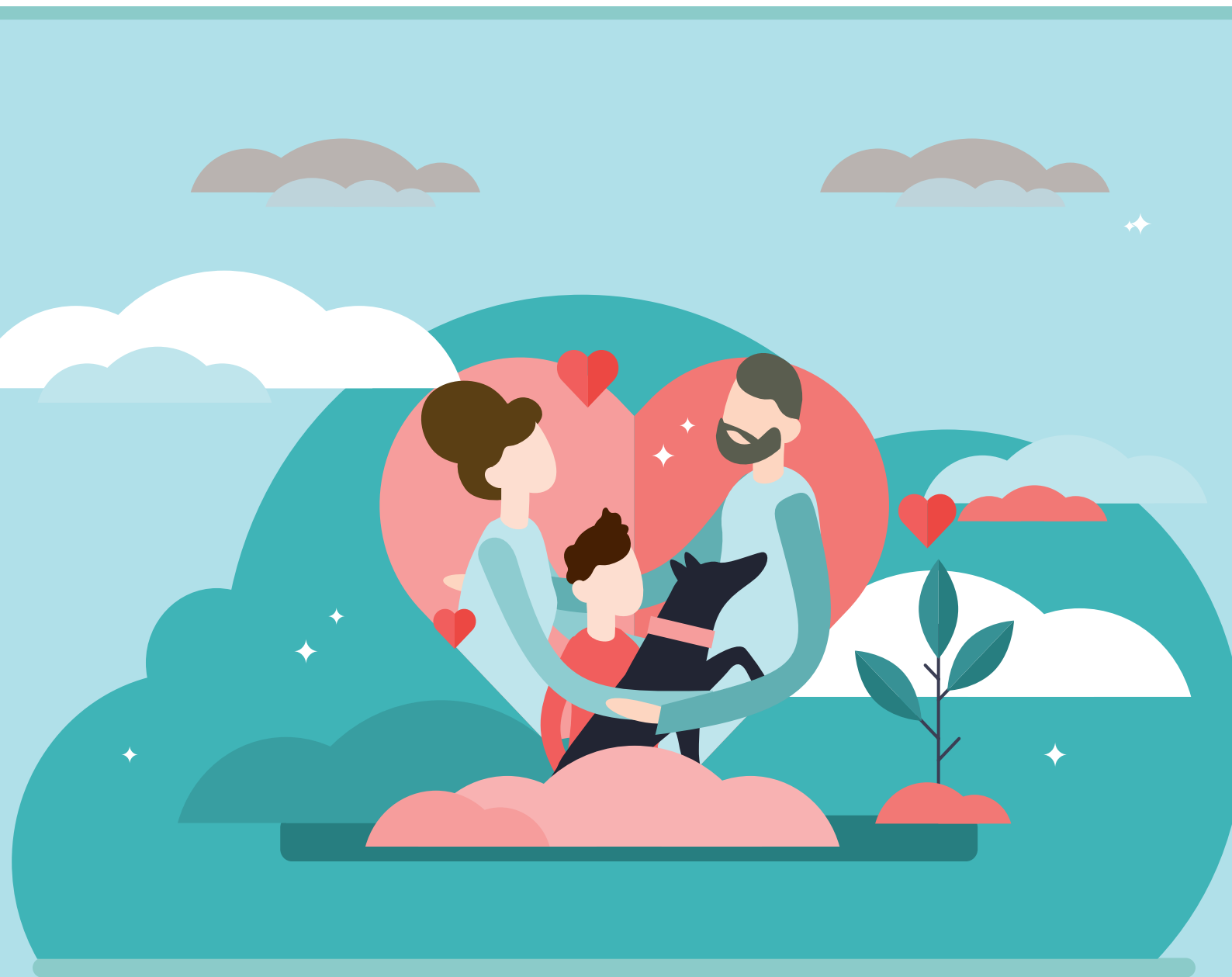


# Guaranteed Life Assurance

## Policy Summary



**National  
Friendly**



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

## Guaranteed Life Assurance

This is an important document which you should read before deciding whether to apply for National Friendly's Guaranteed Life Assurance Plan.

It provides a summary of the policy benefits and conditions and how we deal with claims, to help you decide if the Guaranteed Life Assurance Plan is right for you.

Full details of the policy are provided in the Policy Conditions and Policy Schedule.

A copy of the Policy Conditions can be obtained on request before you take out the policy.

The Guaranteed Life Assurance Plan is provided by National Friendly.

As with all insurance products, we recommend you review and update your cover periodically to ensure it remains adequate for your needs.

If you have any questions, please contact us or your intermediary.



# Key features and benefits

## What is the Guaranteed Life Assurance Plan?

The Guaranteed Life Assurance Plan is a whole of life policy. It will pay out a fixed sum of money, known as the 'sum assured' should you die from:

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

If you die from a non-accidental death during the qualifying period, we will pay back the premiums you've paid in.

## Who might this Guaranteed Life Assurance Plan be suitable for?

This Guaranteed Life Assurance Plan might be suitable for individuals with the following demands and needs who:

- want to use whole of life cover to leave a cash sum on their death, perhaps to help pay towards funeral expenses or any outstanding debts, or as a gift;
- do not want a fully underwritten life policy;
- are able to afford the premiums until you die.

You can apply if you're:

- a resident in the UK (this does not include the Channel Islands or the Isle of Man); and
- between the ages of 50 to 80 years old if you are a non-smoker; or
- between the ages 50 to 75 years old if you are a smoker.

We do not offer advice or recommendations. To check whether this product will meet your demands and needs you should read this Policy Summary carefully.

## What is the qualifying period?

It is the amount of time after which we will pay the full sum assured for non-accidental death. The qualifying period will be either six months or two years depending on whether you choose to answer two medical questions during the application process and if you do, the responses you give.

If you decide to proceed with the policy, your qualifying period will be confirmed on your Policy Schedule.

## What are the benefits of the Guaranteed Life Assurance Plan?

Providing you meet the age and residency criteria above, if you decide not to answer two medical questions we guarantee to accept you for the standard premium/sum assured for your age and smoker status, with a two-year qualifying period.

Alternatively, if you choose to answer two medical questions then, depending on your answers, you may be eligible for:

- a six-month qualifying period; or
- a six-month qualifying period and a discounted premium/increased sum assured; or
- a two-year qualifying period and a standard premium/sum assured.

### 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 as defined above.

## What is the virtual GP service?

As an additional benefit, your policy has the built in advantage of access to our virtual GP service. It's called Friendly GP and is provided by our partners at HealthHero. It can be accessed over the phone or online 24 hours a day, 7 days a week. The service includes:

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

## How will I pay for my policy?

You will pay your premiums monthly by direct debit. Premiums become due on the first day of each month. The amount you have to pay will be provided on your Policy Schedule and on your Direct Debit Confirmation.

Once your policy has started your premiums are fixed. However, if the government changes the way this policy is treated for tax purposes in the future then we may adjust your premium to reflect this.

## For how long will I pay my premiums?

Your monthly premiums will be payable until you die.

Depending on how long you live, it is possible you could pay more in total for your policy during your lifetime than your policy pays out after your death. On your Policy Schedule we will tell you what age you'll be when you'll have paid more in premiums than the sum assured. You should take this into account when deciding whether to take out this policy.

## For how long does my policy last?

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

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

## What happens if I stop paying my premiums?

If you do not pay a premium when it falls due, your policy will close and cover under it will end.

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.

Before your policy ends, if your premiums are in arrears and:

- you die of an accidental death in the qualifying period; or
- you die after the qualifying period;

we will deduct the outstanding premiums from the sum assured when paying the claim. After your policy has ended, no benefit is payable if you die.

## How can I choose my level of cover?

You will be given the choice of whether to answer two medical questions.

You can then choose from the following options:

- Having a fixed budget in mind for your premiums. This will determine how much sum assured you can be covered for; or
- Having a fixed sum assured in mind. This will determine how much your premiums will be.

If you would like to find out how much cover your premiums will buy, or what your premiums will be for your chosen sum assured, please contact us or your intermediary.

It's important to be aware that the sum assured remains the same throughout the lifetime of the policy. When thinking about your needs now and in the future, you should remember that in future your policy will not have as much buying power as it does now, because of the costs of inflation. You should bear this in mind when choosing your premiums and sum assured.

We will send you a statement every three years to remind you of your cover level.

## Can I hold more than one Guaranteed Life Assurance Plan?

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.

## How can my representative make a claim?

When you die, the person making a claim should contact us as soon as possible. Our contact details are on the back page.

We will explain what information we require to settle the claim. This might include certain documents, but we will try to keep this to a minimum and pay out as quickly as possible.

## Can I put my policy into trust?

You can arrange at any time for this policy to be held in trust for one or more people, known as beneficiaries, on your death. 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 direct the benefits.

We have a limited range of trust forms available to help you. Alternatively, you should seek advice from a solicitor on an appropriate trust for you. You should send us a copy of your trust deed.

## How can I cancel my policy?

You have the right to cancel your policy within 30 days of receiving your policy documents. If you decide it isn't right for you please contact us with your instruction to cancel.

You will receive a full refund of any premiums paid, providing there has been no claim during that time, but the policy has no other cash-in value. If a claim is made during the first 30 days then no refund of premiums will be payable.

You can also cancel at any time after 30 days of receiving your policy documents by writing to us with your instructions to cancel and enclosing your Policy Schedule. You will not be entitled to any refund of premiums and the policy has no cash-in value.

## Trusts aside, can I choose who I would like the money to go to?

If your policy is not in trust then you can, at any time, nominate your chosen beneficiaries to receive the proceeds of your policy up to a maximum of £5,000 on your death. £5,000 is the limit across all policies you hold with National Friendly.

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.

You can ask us for a nomination form and should send it back to us when you have completed it.

## Will the payout be tax-free?

The payout will be free from UK income tax and capital gains tax.

However, it will form part of your estate when you die – so inheritance tax may have to be paid on the amount paid out.

If your policy is in trust then the payout will normally be free from inheritance tax.

This is based on our current understanding of tax rules which may change in the future and affect the value of your policy benefits.

If you or your beneficiaries are unsure of your tax position you should seek professional advice from an accountant or solicitor.

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## Further information

### Complaints

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.

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](mailto:complaints@nationalfriendly.co.uk)
- Write to us:

Complaints Coordinator  
National Friendly,  
11-12 Queen Square,  
Bristol  
BS1 4NT

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

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.

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](http://www.financial-ombudsman.org.uk).

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](mailto:complaint.info@financial-ombudsman.org.uk)

### Who regulates you?

National Friendly is the trading name of National Deposit Friendly Society Ltd which is 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>

### Am I covered by the Financial Services Compensation Scheme (FSCS)?

You are covered by the FSCS and may be entitled to claim compensation from them if we cannot meet our liabilities.

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

### Law, language and currency

In the event of a dispute we will try and solve any disagreements quickly and efficiently. If you are not happy with the way we deal with any disagreement and you want to take court proceedings, you must do this within the UK.

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

### Can I get this in alternative formats?

All literature can be made available in Braille, large print or audio. To request a copy, please contact us using the details on the back page.



## 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**



**National  
Friendly**



**Financial  
Ombudsman  
Service**

National Friendly is a trading name of National Deposit Friendly Society Limited. Registered office: 11-12 Queen Square, Bristol BS1 4NT. Registered in England and Wales no. 369F. National Deposit Friendly Society Limited is 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>. National Deposit Friendly Society Limited is covered by the Financial Services Compensation Scheme and Financial Ombudsman Service.

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