

keyfacts®



**NORWICH
UNION**

an AVIVA company

Term Assurance

(with no options)

Key Features



Term Assurance

(with no options)

Key Features

This Key Features document gives you a guide to the main points of your Term Assurance (with no options) plan. Your illustration shows what premiums you'll pay for your chosen amount of life insurance. Please read them so that you understand what you're buying and then keep them with your plan documents.

Its aim

- To pay out a guaranteed cash sum if you:
 - die during the plan term or
 - are diagnosed as suffering from a terminal illness.

If we do pay out after you make a claim for terminal illness, your plan will end.

Your commitment

- To ensure you answer all the questions on your application correctly to the best of your knowledge.
- To tell us if any of the information you give us changes in the time between when you sign the application and the start of your plan.
- To pay regular monthly or yearly premiums over the plan's term.

Risk factors

- If you don't pay your premiums, your plan and your cover will end 30 days after the payment was due. You'll get nothing back.
- This plan has no cash-in value at any time.
- We may not pay out if you don't provide us with any information we request or if the information you provide is incorrect.

Questions and answers

What is a Term Assurance plan?

- It's an insurance plan that pays out a guaranteed cash sum if you:
 - die during the term of the plan or
 - are diagnosed as suffering from a terminal illness.
- You can take out the plan on your own or with someone else. The cash sum is payable on the first claim only.
- The plan can be set up with someone else as the person covered under the plan.
- You or others covered under this plan must be aged between 16 and 89 at the start of the plan.

How flexible is it?

- This plan isn't designed to be flexible. You can't alter the plan once it's started.

When does the plan pay out?

- We'll pay out a guaranteed cash sum if you:
 - die during the plan term or
 - are diagnosed as suffering from a terminal illness and you aren't likely to live more than 12 months. This only applies before the last 18 months of the plan term.
- If we do pay out after a claim for terminal illness, your plan will end.

What other benefits can I choose?

- You can't choose any other benefit with this plan.

What will my premiums be?

- Your illustration shows the premium you'll need to pay for your chosen amount of life insurance.
- Your premiums are based on a number of factors. These include:
 - the amount of life insurance you choose
 - your age
 - your sex
 - your occupation
 - your pastimes
 - whether you smoke
 - your medical history
 - the term of your plan
 - our charges.
- Your premiums can be paid monthly by direct debit or yearly by cheque or direct debit.

What are the charges?

- We make a charge for managing your plan. The charges cover your life insurance and our expenses. We include these in your premium.

What if I stop paying?

- Your plan and cover will end after 30 days from the date the last premium was due. You won't get back any premiums you've paid.

What about tax?

- The cash sum paid on death or terminal illness is currently free of income and capital gains tax.
- Death and terminal illness benefits may be subject to inheritance tax unless you put your plan in trust. Please ask us for details on our trusts and for an explanatory booklet.
- Tax rules may change.
- Your financial adviser can give you more details about your tax position.

Can I change my mind?

- You can change your mind within 30 days from the later of:
 - the day you are advised that the contract is concluded
 - the day you receive the contract.Your plan will continue if we don't receive your cancellation notice within the 30 days.
- If you change your mind and don't want the plan, we'll give you your money back.
- The cancellation notice will include the address you must send it to if you change your mind about your plan. Alternatively, you can contact us at the address given overleaf.

How to contact us

- Remember that your financial adviser will normally be your first point of contact. They will have provided you with information that contains their contact details.
- If you have any questions at any time, you can phone, e-mail or write to us.



Call us on **0845 300 0009**

Monday to Friday 8.30am – 5.30pm

Outside of these hours, you can use the same number and leave a message on our answerphone.

We may monitor calls to improve our service.



E-mail

gprotect@norwich-union-life.co.uk



Office address

PTS-WR2

Norwich Union

2 Rougier Street

York

YO90 1UU

- If you need to make a claim, please phone or write to us for a claim form.

Other information

How to complain

- If you ever need to complain, first write to us at the above address. If you're not satisfied with our response you can complain to:

Investment Division

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Tel: 0845 080 1800

This won't affect your legal rights.

How to make a claim

- A claim can be made by contacting our Life Claims Department on 01904 723 520.

Terms and conditions

- This Key Features document only gives a summary of Norwich Union's Term Assurance (without options). You should also see the full plan conditions. You may already have a copy or you can get one from your adviser, or you can contact us direct. Alternatively, if you are buying online, you can obtain a copy from the website.
- We have the right to change some of the terms and conditions. We'll write to you and explain what has changed if this affects your plan.
- Unless otherwise stated, your illustration assumes that we accept your proposal at our normal rates.
- We won't be liable to pay any benefit until:
 - you've completed a proposal form
 - we've issued acceptance terms and
 - we've received your first premium.

Law

- The law and courts of England will apply in legal disputes and your contract will be written in English. We'll always write and speak to you in English.

Compensation

- Qualified advisers will recommend that you buy products suitable for your needs. You've legal rights to compensation if at any time it's decided that you've bought a plan that wasn't suitable for your needs at that time.
- The Financial Services Compensation Scheme covers your plan. It'll cover you if Norwich Union becomes insolvent and is unable to meet its obligations under this plan. You will be covered for 100% of the first £2000 plus 90% of the remainder of the claim.



**NORWICH
UNION**

an AVIVA company

Norwich Union Life Services Limited. Financial Services Authority Registration No 145452. Registered in England No 2403746. 2 Rougier Street, York, YO90 1UU.

Norwich Union Life Services Limited is authorised and regulated by the Financial Services Authority.

www.norwichunion.com

Norwich Union – the team behind uk:athletics 