

**LOANGUARD POLICY SUMMARY**

This document is a summary of cover only. The full terms and conditions are provided in the Certificate of Insurance.

**The Name of the Insurer**

The Life and Critical illness section of this policy is underwritten by Sterling Life Limited, who is authorised and regulated by the Financial Services Authority. This can be checked on the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by phoning them on 0845 606 1234. For the incapacity and unemployment section of this policy is underwritten by Red Sands Insurance Company (Europe) Ltd who is licensed and regulated by the Commissioner of Insurance under the Insurance Companies Ordinance 1987 of Gibraltar, is a member of the UK's Financial Services Compensation Scheme and is a member of the Association of British Insurers.

**What am I covered for?**

This policy can provide you with cover against incapacity (accident and sickness) or involuntary unemployment that prevents you from working for 30 or more consecutive days. Benefits will be payable monthly. The amount of your monthly benefit is shown on your certificate of insurance. The maximum you can choose is £1,500, or 66% of your gross monthly income, whichever is the lesser. Where you have a joint application the monthly benefit can be set in proportion upon completion and acceptance of the application. All incapacity benefits under this policy are paid directly to the Policyholder(s).

This policy can also provide you, as shown on your certificate of insurance, cover against death from any cause or from one of the specified critical illness conditions as more fully set out in Section 4 B) of your policy wording. The maximum you can choose is £25,000. Any benefit under this section of the policy are paid directly to your lender.

You should review the cover provided by this insurance regularly to make sure that it remains suitable for your needs.

**How much does this policy cost?**

Full details are given in Section 8 of the key features document.

The amount of premium to be paid is dependent on the amount of monthly benefit and the cover you choose. The monthly premium payable, including Insurance Premium Tax (IPT), is shown in the premium section of your application form and in your certificate of insurance.

**What are the Main Exclusions of this policy?**

The following are the main exclusions: please see sections 5 a, b and c of the policy terms and conditions for full details of all exclusions.

You will not receive incapacity (accident and illness) benefit for any claim, which is caused by, or resulting from:

- any medical condition, injury, illness, disease, sickness or related medical condition, and associated symptoms, whether diagnosed or not, which you:
  - a) knew about or should reasonably have known about at the start date; or
  - b) have seen or arranged to see a doctor about during the 12 months immediately before the start date; and which comes back within 24 months after the start date.
- stress, anxiety or depression, or any mental or nervous disorder, unless investigated and diagnosed by a consultant specialising in the relevant field;
- a back complaint or related condition, unless supported by specialist medical evidence;

You will not receive involuntary unemployment or incapacity benefits in the following circumstances:

- You are notified about the risk of unemployment within the initial exclusion period, even though your unemployment may not take place until after this period.
- If you were not continuously working in employment or self-employment for the previous six months, during which time you have not been registered as unemployed with the appropriate government agency; and
- do not have a loan to protect.
- You are unemployed during a period in which you have received payment instead of working your notice. If it is unclear what period is covered by this payment, we will work out the period in weeks by dividing the amount of the payment by your average gross earnings each week for the 13 weeks immediately before your unemployment started.
- It arises as a result of you coming to the end of a fixed-term contract or a contract for your services, unless it is a regular fixed-term contract.
- You are dismissed by your employer because of your own misconduct;
- It is caused by your resignation, voluntary unemployment or voluntary redundancy.
- You are self-employed and cannot provide satisfactory evidence of having ceased to trade.

This policy will automatically end: The date you reach 65 or the date you reach your normal retirement date. The date your loan ends.

The date the premium is due in the event of the premium not being paid by you and you failing to put this right within 14 days. Your death or you suffer from one of the specified critical illness conditions.

**Elimination and Waiting Periods**

There is an initial exclusion period for an unemployment claim of 120 days in which you will not be able to make a claim even if your actual unemployment occurs at a later date. An elimination period will apply for each cover option taken. This policy only has a waiting period of 30 days. In the event of you making a claim for incapacity (accident and sickness) or involuntary unemployment, the period of elimination you have selected will be applied at the time of your claim. This means that when you have a claim you will have to

wait for the selected time period to pass before you receive or are entitled to receive any benefit payments.

**Your Cancellation Rights**

You can cancel the policy within 14 days of the start date or the date on which you received the Policy Terms and Conditions, whichever is the later, and as long as you have not made a claim, we will give you a full refund of any premiums you have paid. Please refer to the policy terms and conditions for the cancellation process.

If you cancel the policy after 14 days, no further monthly premium will be collected and no refund of premium will be made.

We can cancel this insurance by giving you at least 90-days notice in writing after the first 12-month duration of your insurance.

**How do I make a claim?**

If you need to make a claim, you must contact Compass Underwriting Limited as soon as reasonably possible and at least within 30 days of the incident date (see section 14 of the key features).

You should contact Compass Underwriting Limited, 40 Lime Street, London, EC3M 7AW or telephone 020 7398 0100.

Please fill in the claim form and return it to Compass Underwriting Limited who will process your claim. The claim form should be received by Compass Underwriting Limited within 30 days. If you do not do this, your benefit may be affected. You may be allowed a longer period to register a claim if you ask.

Compass Underwriting Limited will give you information to help you fill in your claim form and tell you what details are required (see Section 10 of the policy wording).

**What should I do if I have a complaint?**

Although we set ourselves high standards, if we do not meet your expectations and you are dissatisfied in some way we would like to know. If you follow the guidelines below, your complaint will be dealt with in the most efficient way possible.

Step 1. Please contact or write to the Customer Care Manager, Compass Underwriting Limited, 40 Lime Street, London, EC3M 7AW or phone 020 7398 0100, fax 020 7398 0109 or email: [complaints@compassuw.co.uk](mailto:complaints@compassuw.co.uk).

Calls may be monitored or recorded for security purposes.

Step 2. You will need to decide whether your complaint relates to either the disability, unemployment section or the life and critical illness section. If you decide it is an incapacity, unemployment complaint then you will need to write to:

The Head of Customer Care, Red Sands Insurance Company (Europe) Limited, Suite 913b, Europort, Gibraltar.  
Phone + 350 51278, fax + 350 51276  
or e-mail [underwriter@redsands.gi](mailto:underwriter@redsands.gi) who will arrange for an investigation on behalf of the Insurer's Chief Executive.

If you decide that your complaint relates to the life and critical illness section then you will need to write to:

The Managing Director, Sterling Life Limited, Ambassador House, Paradise Road, Richmond upon Thames. TW9 1SQ  
Phone 0870 224 2390, fax 0870 224 2449  
or e-mail [info@sterlinginsurancegroup.com](mailto:info@sterlinginsurancegroup.com) who will arrange for an investigation on behalf of Sterling Life's Managing Director.

Step 3. If you are still not satisfied with the way we have dealt with your complaint you can ask the Financial Ombudsman Service (FOS) to review your case. You can contact them at the following address: South Quay Plaza, 183 Marsh Wall, London, E14 9SR.  
Phone: 0845 080 1800 or fax 020 7964 1001.

The FOS is an independent organisation that arbitrates on complaints about general insurance products. It will consider complaints after the insurer has given you written confirmation that they have been through their full complaints procedure. You have six months from the date of the insurer's final response in which to refer your complaint to the FOS. This does not affect your right to take legal action.

**The Financial Services Compensation Scheme**

If either Red Sands Insurance Company (Europe) Limited or Sterling Life Ltd (for their own individual sections of this policy) are unable to meet their liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) who can be contacted at:

7th Floor Lloyds Chambers, Portsoken Street, London, E1 8BN.  
Telephone 0207 892 7300, email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk).

The first £2,000 of an insurance claim or policy is covered in full through the FSCS, plus 90% of the balance.

**What should you do if you require further information?**

If you require any further information regarding **LoanGUARD**, or you would like a copy of the full insurance terms and conditions, you should contact your financial adviser.

Please note that your financial adviser will normally be your first point of contact. Neither Compass nor the insurers will be able to give you financial advice.

However if you do have any questions, you can contact Compass at:

Office address: 40 Lime Street, London, EC3M 7AW

Telephone: 020 7398 0100 during Monday to Friday 9am to 5pm.

We may monitor or record calls to improve our service.

Facsimile: 020 7398 0109

Email: [info@compassuw.co.uk](mailto:info@compassuw.co.uk)