

# GUARANTEED LIFE

Term Life & Critical Illness Cover  
Summary Information Document



**HIVE**  
Insurance Services

[www.hiveinsure.co.uk](http://www.hiveinsure.co.uk)

# SUMMARY INFORMATION DOCUMENT

**THIS POLICY SUMMARY DOES NOT CONTAIN THE FULL TERMS AND CONDITIONS OF THE GUARANTEED LIFE & CRITICAL ILLNESS PLAN; THESE CAN BE FOUND IN THE POLICY DOCUMENT.**

## WHO IS THE INSURER?

The Guaranteed Life & Critical Illness Plan is underwritten 100% by Isle of Man Assurance Limited, a company based in the Isle of Man and authorised and regulated by the Isle of Man Financial Services Authority.

## CAN I TAKE OUT THIS COVER?

This is a five year renewable term policy. To be eligible for the cover on the start date you and your family members must:

1. be living permanently and lawfully live in the UK
2. be 18 or over and under 50 years of age; and your partner/spouse are between the age of 18 and 50 at the effective date.

The policy can be renewed up to the age of 68. The Life Cover benefit will be reduced to 50% of the benefit following the renewal age of 56 and stops following the renewal of 68. The Critical Illness benefit will be reduced to 50% of the benefit following the renewal age of 56 and stops following the renewal age of 61. Children are only eligible for term life cover under this policy.

## WHAT HAPPENS IF I TAKE OUT COVER AND THEN CHANGE MY MIND?

You may cancel the policy by emailing [cancellations@hiveinsure.co.uk](mailto:cancellations@hiveinsure.co.uk) or writing to Hive Insurance Services at the following address: The Hive, Almondsbury Business Centre, Bradley Stoke, Bristol BS32 4QH within 30 days of the start date or the day you receive your documents if is later, provided no benefit has been paid and receive a full refund of any premiums paid.

You may then cancel the policy at any time and we will work out any refund of premium on a pro rata basis for the unused period of insurance (administration fees are non-refundable).

## WHAT COVER DOES THE POLICY PROVIDE?

### Life Cover

The Life Cover provides a guaranteed cash sum up to a maximum of £100,000 if you die during the term of cover.

### Critical Illness Cover

The Critical Illness provides a guaranteed cash sum up to a maximum of £50,000 in the event that you suffer one of the specified critical illness conditions, for the first time during the policy period.

The specified list of critical illness conditions covered under this policy are:

- ▶ Bacterial Meningitis
- ▶ Cancer
- ▶ Coronary Artery by-pass grafts
- ▶ Heart Attack
- ▶ Kidney Failure
- ▶ Major Organ Transplant

- ▶ Multiple Sclerosis
- ▶ Stroke

All these conditions have specific definitions and limitations, which are fully set out in the policy wording under Section B of the policy wording.

## HOW THE BENEFIT WORKS?

In the event of a Critical Illness claim the Life Cover benefit will be reduced. The Critical Illness lump sum will be deducted from the Life Cover benefit. The remaining benefit will be paid out to you in the event of your death during the lifetime of the policy.

Please see your insurance policy for confirmation of your benefit amount. Please see table of Benefits and examples below.

Level 1 (Gold)		
Age	Life Cover Benefit	Critical Illness Benefit
18 – 50	£100,000	£50,000
51 – 55	£100,000	£50,000
56 – 61	£50,000	£25,000
62 – 68	£50,000	£0

Level 2 (Silver)		
Age	Life Cover Benefit	Critical Illness Benefit
18 – 50	£75,000	£37,500
51 – 55	£75,000	£37,500
56 – 61	£37,500	£18,750
62 – 68	£37,500	£0

Level 3 (Bronze)		
Age	Life Cover Benefit	Critical Illness Benefit
18 – 50	£50,000	£25,000
51 – 55	£50,000	£25,000
56 – 61	£25,000	£12,500
62 – 68	£25,000	£0

### Example cases

A) Policyholder aged 25 takes out £100,000 Life Cover. The policyholder makes a Critical Illness claim. A lump sum of £50,000 is paid out. The Life Cover lump sum has now been reduced to £50,000.

B) Policyholder aged 52 takes out £50,000 Life Cover. The policyholder makes a Critical Illness claim. A lump sum of £25,000 is paid out. The Life Cover lump sum has now been reduced to £25,000.

C) Policyholder aged 56 has £50,000 Life Cover. The policyholder does not make a critical illness claim throughout the lifetime of the policy. The policyholder dies and a lump sum of £50,000 is paid out to their estate.

## ARE THERE ANY LIMITATIONS ON THE BENEFITS AND WHAT AM I NOT COVERED FOR UNDER THE POLICY?

There is an exclusion for any claim that arises out of any medical condition that existed (including treatment, monitoring, referral, consultations or whilst undergoing tests) in the 3-year period prior to the start date of your policy. This exclusion will not apply if you remain symptom free and do not need to seek treatment or medical advice for a continuous period of 24 months after the start date of your policy.

## THE FOLLOWING ARE SOME OF THE KEY EXCLUSIONS HOWEVER YOU CAN SEE THE FULL DETAILS OF THE EXCLUSIONS UNDER 'EXCLUSIONS' IN SECTION A & SECTION B OF THE POLICY WORDING

We will not pay a Life or Critical Illness claim as a direct or indirect result or consequence of:

- › a pre-existing condition
- › intentional self-inflicted injury
- › taking alcohol or drugs, unless a doctor has told you to do so (but not for treating drug addiction)
- › nuclear contamination, biological contamination or chemical contamination, war (whether declared or not), act of foreign enemy, invasion, civil war, riot, rebellion, insurrection, revolution, overthrow of a legally constituted government, explosions of war weapons or any event similar to one of those listed. Please note, for clarity: We will pay benefit for death as a result of a terrorist act providing that terrorist act does not result in nuclear, biological or chemical contamination.

We will not pay a Critical Illness claim as a direct or indirect result or consequence of:

- › your failure to seek or follow medical advice
- › Acquired Immune Deficiency Syndrome (AIDS or HIV) or AIDS Related Complex (ARC)
- › medical operations or treatments, which are not medically necessary.

## HOW LONG DOES THE POLICY RUN FOR?

This policy lasts for a period of 5 years from the start date and is reviewable\* every 5 years. The premium rate you are charged at the start date of your plan is guaranteed by the insurer not to change for 5 years. Your cover will end when the first of the following happens:

- › You die
- › Your policy is due for renewal after you reach the age of 68 (Life cover only) and the age of 61 (Critical Illness cover only)
- › You stop permanently residing in the UK
- › You or we cancel this policy as shown in the policy document; or
- › You stop paying your premium, whichever is earlier

\*Reviewable means that the terms and conditions can be changed after the first 5 years of cover, the rate can also be changed. There is no guarantee that cover will continue to be provided as the insurer has the right to terminate the policy under 'Our right to cancel' on page 4 of the policy document. If the insurer decides to change the Terms and Conditions or not to provide you with a new policy this will be because of changes to all policies or the product has been withdrawn. No changes or withdrawal of the policy will be as a result of your own personal circumstances.

Any changes or withdrawal will be communicated to you at the contact details we have been provided for you at least 90 days prior to any change or withdrawal.

## HOW DO I CLAIM?

If you need to make a claim, please write to us at: Compass Underwriting Ltd, 50 Mark Lane, London EC3R 7QR. Or you can phone the claims department directly at 0800 032 7775 via their landline on +44 (0) 20 7398 0100 (please note all calls may be monitored and recorded for security purposes). Finally, you can obtain a form from [www.hiveinsure.co.uk/literature-library](http://www.hiveinsure.co.uk/literature-library).

## HOW DO I MAKE A COMPLAINT?

We always try to provide an excellent standard of service. But if you wish to complain it is important you know we are committed to providing you with an exceptional level of service and customer care. We realise that things can go wrong and there may be times when you feel that we have not provided the service you expected. When this happens, we want to hear about it so that we can try to put things right.

### Who to contact

So that your complaint is dealt with as quickly and efficiently as possible, you will need to make sure that:

- › you are talking to the right person; and
- › you are giving them the right information.

### When you contact us

- › Please give your name and phone number
- › Please give your policy or claim number and the type of policy you hold
- › Please explain the reason for your complaint clearly and briefly

## STEP ONE – MAKING YOUR COMPLAINT

For complaints relating to your policy or benefits please contact, The Customer Service Manager, Compass Underwriting Limited, 50 Mark Lane, London EC3R 7QR. Tel: 0800 032 7775 or via their land line on +44 (0) 20 7398 0100 (please note that calls are recorded). Email: [complaints@compassuw.co.uk](mailto:complaints@compassuw.co.uk)

If you want to provide written details, we have prepared the following checklist for you to use when writing your letter.

- › Write 'Complaint' at the top of your letter
- › Give your full name, postcode and phone numbers
- › Include the type of policy and your policy or claim number
- › Explain clearly and briefly the reasons for your complaint

You should send the letter to the person dealing with your complaint along with any other material that is needed.

We expect to sort out most complaints quickly and satisfactorily at this stage. At any stage, you can also contact us at: Complaints, Isle of Man Assurance (IOMA) IOMA House, Hope Street, Douglas Isle of Man IM1 1AP.

## STEP TWO

### Compass Underwriting Limited

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than £2 million and fewer than ten staff.

You may contact the Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: if calling from a landline 0800 023 4567 or if calling from a mobile 0300 123 9123. Fax: 020 7964 1001. Email: [complaint.info@financialombudsman.org.uk](mailto:complaint.info@financialombudsman.org.uk)

#### **Isle of Man Assurance Limited**

At any stage, you may have the right to contact the Financial Services Ombudsman who can review complaints from 'eligible complainants' which includes private individuals, sole traders and partnerships.

The Financial Services Ombudsman, Isle of Man Office of Fair Trading, Thie Slieau Whallian, Foxdale Road, St John's, Isle of Man IM4 3AS. Tel: +44 (0) 1624 686500. Fax: +44 (0) 1624 686504. E-mail: [ombudsman@iomoft.gov.im](mailto:ombudsman@iomoft.gov.im) Website: [www.gov.im/oft](http://www.gov.im/oft)

The above complaints procedures are in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau. Full details are shown on page 8 of the policy wording.

#### **PRIVACY AND DATA PROTECTION NOTICE**

Your information will be held by Isle of Man Assurance Limited, which is part of the IOMA Group. This privacy notice is to let you know how companies within the Group promise to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a customer, and the choices you give us about what marketing you want us to send you. This notice also tells you about your privacy rights and how the law protects you.

We've approached our privacy policy with brevity and clarity in mind. We're happy to provide any additional information or explanation needed and/or answer any questions you may have.

#### **How we use your personal data**

We use the personal data we hold about you for the purposes of providing insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from us. We will also use your data to safeguard against fraud and money laundering and to meet our general legal or regulatory obligations.

#### **Sensitive personal data**

Some of the personal information, such as information relating to health or criminal convictions, may be required by us for the specific purposes of underwriting or as part of the claims handling process. The provision of such data is conditional for us to be able to provide insurance or manage a claim. Such data will only be used for the specific purposes set out in our notice.

#### **Disclosure of your personal data**

We disclose your personal data to third parties involved in providing products or services to us, or to service providers who perform services on our behalf. These include our group companies, third party administrators, reinsurers, reinsurance

intermediaries, insurance reference bureaus, credit agencies, medical service providers, fraud detection agencies, loss adjusters, external law firms, external accountants and auditors, regulatory authorities, and as may be required by law.

#### **International transfers of data**

We may transfer your personal data to destinations outside European Economic Area ("EEA"). Where we transfer your personal data outside the EEA, we will ensure that it is treated securely and in accordance with the Legislation.

#### **Your rights**

You have the right to ask us not to process your data for marketing purposes, to see a copy of the personal information we hold about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to restrict the processing of your data, to ask us to provide a copy of your data to any controller and to lodge a complaint with the local data protection authority.

#### **Retention**

Your data will not be retained for longer than is necessary and will be managed in accordance with our data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the insurance contract, or our business relationship with you, unless we are required to retain the data for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning our use of your personal data, please contact The Data Protection Officer, IOMA Group – please see website for full address details: <https://www.iomagroup.co.im/privacy.html>

#### **ONLINE DISPUTE RESOLUTION (ODR) PLATFORM**

Alternatively, if you purchased your insurance online, please note that you can, if you wish, also submit your complaint via the Online Dispute Resolution (ODR) Platform set up by the European Commission. This service has been set up to help residents in the European Union (EU) who have bought goods or services online, get their complaint resolved. You can access the ODR Platform by clicking on the following link: <http://ec.europa.eu/consumers/odr/>

This does not affect your right to submit your complaint following the process above. Please note that under current rules the European Commission will ultimately redirect your complaint to the Financial Ombudsman Service (FOS).

#### **WOULD I RECEIVE COMPENSATION IF THE INSURER WAS UNABLE TO MEET ITS LIABILITIES?**

Isle of Man Assurance Limited are covered by the Isle of Man's Life Assurance (Compensation of Policyholders) Regulations 1991 which ensure that, in the event of a life assurance company being unable to meet its liabilities to its policyholders, and subject to the Regulations, the scheme manager shall pay to the policyholder out of the Policyholders' Compensation Fund a sum equal to 90% of the amount of any liability of the insurer under the contract.

The Island's scheme operates globally, providing protection to policyholders no matter where they reside.

For more details please see: <https://www.iomfsa.im/regulated-sectors/life-insurance/policyholder-protection/>

#### OTHER IMPORTANT INFORMATION

The Guaranteed Life & Critical Illness Plan is underwritten 100% by Isle of Man Assurance Limited.

Isle of Man Assurance Limited (IOMA) is a private limited company incorporated in the Isle of Man with company number 3792C and is regulated and authorised by the Isle of Man Financial Services Authority. IOMA's registered address is IOMA House, Hope Street, Douglas, Isle of Man IM1 1AP.

This plan is distributed by Hive Insurance Services Limited (registered in England No 3179382), authorised and regulated by the Financial Conduct Authority, registered number 308655.

This plan is arranged by Compass Underwriting Limited, a private company limited by shares incorporated in England under registered number 3332314. Compass Underwriting Limited is authorised and regulated by the Financial Conduct Authority under register number 304908 which can be checked at [www.register.fca.org.uk](http://www.register.fca.org.uk) or by calling them on 0800 111 6768.

Isle of Man Law applies to this policy unless you have asked for another law and we have agreed to this in writing before the start date.

In accordance with the Disability Discrimination Act 1995 we are able to provide upon request a text phone facility, audio tapes or large print documentation. Please advise us if you require any of these services to be provided so that we can communicate in an appropriate manner. A copy of our complaints procedure is available on request from the address above.



01454 619500 | [www.hiveinsure.co.uk](http://www.hiveinsure.co.uk)

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