

Student Royalties Insurance

Demands and Needs statement

The Royal Bank of Scotland is not providing you with a personal recommendation as to whether this policy is suitable for your specific needs. We recommend that you read the Policy Summary carefully.

Payment Card Protection meets the demands and needs of those who wish to ensure that their cards are protected and do not already have cover.

Statement of price

There is no charge for this insurance policy.

Benefits under the plan are free of all personal taxes under current law and HM Revenue & Customs practice. Tax law and practice may change in the future. Other taxes may exist that are not paid via underwriting Insurer and/or The Royal Bank of Scotland plc or imposed by them or us.

Business language used

The language used in this and all other documents relating to this policy is English. All future communications both verbal and written will be in English.

Policy summary

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Features of a RBS Student Royalties Payment Card Protection Cover Policy

This is a policy summary only and does not detail the full Terms and Conditions of the insurance policy. Full details of the insurance policy Terms and Conditions can be found in the Student Royalties 'Guide to Benefits' brochure. The policy summary only provides details of the parts of Payment Card Protection, which are insured.

Payment Card Protection is underwritten by Allianz plc. Allianz plc. Registered office: 57 Ladymead, Guildford, Surrey GU1 1DB, United Kingdom. Branch address: Allianz Schemes, 6 Vale Avenue, Tunbridge Wells TN1 1EH United Kingdom. Allianz plc is authorised and regulated by the Financial Services Authority (FSA). Their authorisation can be confirmed by the FSA by calling 0845 606 1234 or at www.fsa.gov.uk. Their FSA registration number is 121849.

Payment card protection

What is covered by Payment Card Protection?

Payment Card Protection provides:

- cover against unauthorised and fraudulent use of registered cards

How does Payment Card Protection work?

- Payment Card Protection covers credit, debit and cheque guarantee cards, including Post Office card accounts, charge cards, storecards and other similar payment cards, registered with the administrator.
- Payment Card Protection is provided through membership of the Student/Graduate Royalties Account. If you close your account cover automatically terminates otherwise it continues automatically for the duration your account is active.
- You may need to review this cover periodically to ensure it remains adequate to your needs.
- You have the right to cancel this insurance at any time. As this policy cannot be cancelled in isolation you will also have to cancel your Student Royalties account. This cancellation period exceeds the 14 day post-sale period required by the Financial Services Authority's rules.

What are the significant exclusions and limitations of Payment Card Protection?

Features	Significant Exclusions or Limitations (cross references to the relevant sections of the policy are included)
Unauthorised and fraudulent use of registered cards for which the cardholder is legally responsible	The most we will pay for any one claim is: <ul style="list-style-type: none">• £1,500 for losses which occur before the incident is reported to the administrator See "The Insurance Cover provided by Allianz Insurance – The Limits" section a). Cover does not apply: <ul style="list-style-type: none">• to losses incurred if the incident is not reported within 24 hours of discovery• use of the registered card in a way not authorised by the card issuer• to losses incurred after the incident has been reported• loss due to fraudulent use by the cardholder, including keeping the PIN with the card or revealing it to anyone See "The Insurance Cover provided by Allianz Insurance – What is not covered" section a).

How do I make a claim under Payment Card Protection?

You can notify a claim by calling Royalties Membership Services on 08705 625555, textphone 0845 6000512. Lines are open 8am to 8pm Monday to Friday (except Bank holidays) and 9am to 5pm on Saturdays.

Max call charge from a BT landline is 6p plus up to 6p per minute. Calls from other networks may vary. Calls may be recorded.

Would I receive compensation if Allianz was unable to meet its liabilities?

You may be entitled to compensation from the Financial Services Compensation Scheme if the insurers are unable to meet their liabilities under this insurance.

How to make a complaint regarding the insurance provided by Allianz Schemes

If you have a complaint about anything other than the sale of the policy, please contact our Customer Satisfaction Manager at Allianz Schemes, 6 Vale Avenue, Tunbridge Wells, Kent TN1 1EH. Alternatively phone 01892 703416.

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

If we are unable to resolve your complaint within eight weeks from when you first contacted us, or you remain dissatisfied with the final response, you may refer the matter to the Financial Ombudsman Service for an independent review of your complaint.

Full details of our complaints procedure may be found in the insurance policy Terms and Conditions contained within your Student/Graduate Royalties 'A guide to benefits' brochure.

Law and language

Unless agreed otherwise the language of the policy and all communications relating to it will be in English and all aspects of the policy, including negotiation and performance are subject to the law which applies to the part of the United Kingdom in which you live.

Choice of law

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