

provided by



keyfacts[®]

Key Features of Life Protector

The Financial Services Authority is the independent financial services regulator. It requires us, Aviva, to give you this important information to help you decide whether our Life Protector is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

Your product is provided by Aviva and distributed through The Royal Bank of Scotland. Any references to 'we', 'us', 'our' refer to Aviva unless stated otherwise.

This brochure has been written on the basis that the Policyholder and the Life Insured are the same person. However, it may be possible for the Policyholder to take out cover on another person.

Its aims

- To pay out a guaranteed cash lump sum for your loved ones or chosen beneficiaries if you die during the term of the plan; or
- To pay out a cash lump sum if you are diagnosed as suffering from a terminal illness, are not expected to live more than 12 months and there are at least 18 months of the plan to run.

To provide as much choice as possible, there are two different types of life insurance available:

1. Level term assurance – provides the same level of cover throughout the whole term of the plan.

It is generally used to provide financial protection for the family in case a provider or carer dies.

2. Decreasing term assurance – which provides an amount of cover which aims to reduce broadly in line with the amount you owe on your loan or mortgage. It is often used by individuals to cover a mortgage or loan where the amount owed decreases over time.

Because of this, decreasing term assurance normally costs less than level term assurance.

Your commitment

You agree to:

- Carefully consider all the questions we ask you when you take out your plan.

- Answer all questions fully and accurately. If you do not do this, it could mean your plan will not pay out. We will not write to your doctor so you should not expect him or her to provide any information to us. It is your responsibility to complete the application form fully.
- Pay the premiums each month or each year throughout the term of the plan. You can pay premiums every month by Direct Debit or once a year by Direct Debit or cheque.
- Tell us about any of the following changes that happen between completing the application form and when your plan starts:
 - Your health
 - Your occupation
 - Your country of residence
 - You start smoking

If you do not do this, it could mean your plan will not pay out.

Risks

- One of two interest rates can be chosen for decreasing term assurance. If the interest rate on your loan or mortgage ever exceeds the rate you choose on your plan then the level of cover may not be sufficient to repay your loan or mortgage.
- The plan has no cash-in value at any time and nothing is payable at the end of the term.
- The plan is designed solely to provide a cash lump sum if you die during the term or are diagnosed with a terminal illness before the last 18 months of the plan term and are not expected to live more than 12 months.
- **Please note that if you have not received advice from The Royal Bank of Scotland you should make sure this product is suitable for your needs.**
- If you do not provide any information we ask for we will not pay out under the plan.

Questions and Answers

What is Life Protector?

It is a life insurance policy that provides a guaranteed cash lump sum if you die during the term of the plan or are diagnosed with a terminal illness before the last 18 months of the plan term and are not expected to live more than 12 months.

Life Protector is only available if you are a permanent resident of the UK.

How does the plan work?

- You decide which protection benefits you want:
 - Level term assurance or decreasing term assurance.
 - How much cover you want up to a maximum of £300,000.
 - How long you want the cover for – this can be from 2–40 years, though the term cannot extend beyond your 70th birthday. (Minimum age at entry is 18 and the maximum is 54.)
- If the plan is to protect your loved ones, you may wish to write the plan ‘in trust’ for the beneficiaries. This will mean that payment can be made more quickly and may avoid any potential Inheritance Tax liability on the benefit.
- Immediate free life cover is provided from the time we receive your application until we make a decision on your application (up to a maximum of 90 days). Full details of the Protection Promise and exclusions that apply will be provided on receipt of your application.
- The plan pays out the benefit once on death or diagnosis of terminal illness.
- If taking decreasing term assurance we offer a free Moving House and Home Improvement Option for applicants up to the age of 54 who are accepted on normal terms.

When does the plan pay out?

We will pay out a guaranteed lump sum if you:

- die during the term of the plan; or
- Are diagnosed as suffering from a terminal illness and are not expected to live more than 12 months, where the plan has at least 18 months left to run.

Is the cash sum subject to Income Tax?

No. Under current tax rules, you will pay no Income Tax or Capital Gains Tax on any benefits paid out under the plan.

Tax rules may change in the future.

What are the charges?

The charges cover the cost of setting up and managing your plan. The charges are included in the premiums quoted; you will not have to pay any extra.

How much does the plan cost?

You pay a premium every month by Direct Debit to keep your cover in force. Your premium depends on the following:

- Your personal circumstances – for example, your age, health, sex, occupation and whether you smoke.
- The amount and type of cover you choose.
- How long you decide you want the cover to last – this can be from 2–40 years (though the term cannot extend beyond your 70th birthday).

Will the premium I pay change during the term of the plan?

The premiums you pay are fixed for the term of your plan.

When does cover cease?

The plan will cease at the end of the term or earlier if any of the following events occur:

- you die;
- the plan pays out under the terminal illness benefit;
- you miss a premium and do not pay it within 30 days;
- you cancel your plan.

What happens if I die?

If you die before the end of the term of the plan, a guaranteed cash sum will be paid out and the plan will then cease. It's a good idea to consider now exactly who you would like to receive this money. You can nominate this person or persons at the outset by writing your plan ‘in trust’. If you die, the fact that you have already done this will enable us to pay out the money more quickly.

It could also enable your chosen beneficiary(ies) to avoid any liability to Inheritance Tax on the benefits.

If you would like to do this, please let us know.

What happens if I suffer from a terminal illness?

If you are diagnosed as suffering from a terminal illness during the term of the plan and are not expected to live more than 12 months a guaranteed cash sum will be paid out. This only applies if the policy has at least 18 months to run. Once payment has been made, the policy will cease.

What happens if I stop my premiums?

If a premium is not paid, we will write and ask you to pay it. If it is not paid within 30 days, your plan will stop and your life cover and terminal illness cover will cease.

You can stop paying premiums at any time. If you want to do this, simply tell us. Your plan will then cease immediately and no benefit will be payable.

What will I get back at the end of the term?

Nothing is payable at the end of the term. The plan is designed solely to provide a cash lump sum on death or eligible diagnosis of a terminal illness.

Can the plan be arranged on a joint life basis?

Yes. You can apply for cover for yourself, or for joint cover for you and another person. If you choose joint cover the plan will pay out only once – it will end once it has paid out on a death or terminal illness claim for either person.

How can I get more information?

This is the Key Features of the Life Protector. You should read this in conjunction with your personal illustration. The terms and conditions of Life Protector are included in the policy document. If required we can send you a copy of the full Terms and Conditions which will also be included in the policy document sent to you when you take out the plan.

Cancellation rights

You have the right to cancel 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 cancel your plan within 30 days and don't want the plan, Aviva will 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 write to us at Aviva Customer Services at Trinity Quay, Avon Street, Bristol BS2 0YY.

Law

The laws of England will apply to this plan. We will communicate with you in English.

Complaints

Your plan is designed, issued and managed by Aviva Life & Pensions UK Limited.

If you want to complain about any part of the advice you receive from your adviser, please contact: RBS at Customer Concerns Unit, PO Box 833, Trinity Quay, Avon Street, Bristol BS99 5TY. Tel: 0117 940 3666. E-mail address: ccuadvice@rbs.co.uk

Your plan is designed, issued and managed by Aviva Life & Pensions UK Limited.

If you want to complain about the service you receive from Aviva please write to Aviva Customer Services at Trinity Quay, Avon Street, Bristol BS2 0YY. Tel: 0844 891 0088.

You may also refer your complaint to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR (Tel: 020 7964 1000).

We will let you know your rights at any time. Making a complaint will not prejudice your right to take legal proceedings.

Potential Conflicts of interest

- Occasions can arise where Aviva plc Group Companies, or their appointed officers, will have some form of interest in business which is being transacted.
- If this happens, or the Aviva Group becomes aware that its interests, or those of its officers, conflict with your interests, we will take all reasonable steps to manage that conflict of interest, in whatever manner is considered appropriate in the circumstance. This will be done in a way which ensures all customers are treated fairly and in accordance with proper standards of business.

Client Classification

The FSA has defined three categories of customer. You have been treated as a 'retail client', which means that you will be provided with the highest level of protection provided by the FSA rules and guidance.

Compensation

The Financial Services Compensation Scheme covers your plan. It may cover you if Aviva becomes insolvent and is unable to meet its obligations under this plan. For this type of plan, the scheme will normally cover you for 90% of the total amount of an existing claim. If you are not in the process of making a valid claim or do not have a valid claim already in payment the scheme will provide a refund of 90% of the premiums that have not been used to purchase cover. For example if you pay your premiums annually in advance and Aviva were declared in default after 6 months you would be entitled to a refund to the value of 90% of half of your premium. If you pay by regular premiums you would not be entitled to a refund as the premiums paid so far would have already been used to purchase cover. For further information, see www.fscs.org.uk. All information in this leaflet is based on our understanding of current law and HM Revenue & Customs practice. Further details of the plan are contained in the policy schedule and standard provisions which make up the policy.

This leaflet is available in Braille, audio or large print. Ask in branch or call 0800 015 5035 (Minicom 0800 917 0527) to request that this leaflet be sent to you in an alternative format.

Aviva Life & Pensions UK Limited. Registered in England No. 3253947.
2 Rougier Street, York YO90 1UU. Aviva Life & Pensions UK Limited is authorised and regulated by the Financial Services Authority. FSA Registration No. 185896.
Member of the Association of British Insurers. www.aviva.co.uk