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MY EARNINGS PROTECTED
KEY FACTS DOCUMENT

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IMPORTANT NOTE

As part of our due diligence processes for new applications and ongoing 'know your customer' procedures, we carry out identity checks on applicants and members.

1. INTRODUCTION

ABOUT CIRENCESTER FRIENDLY

Cirencester Friendly was established in 1890. Based in Cirencester, Gloucestershire we are a mutual Friendly Society owned by our members and as a result have no external shareholders. We are authorised and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority (PRA) under registration number 109987.

Our Mission is

“WE PROTECT LIFESTYLES”

2. ABOUT THIS GUIDE

This Guide is intended to help you to understand the My Earnings Protected contract. It should be read alongside Schedule 6, Rules of the My Earnings Protected Contract (called the 'Schedule' in this Guide) to provide a comprehensive insight into My Earnings Protected:

This Guide will also be useful if you need to make a claim or make changes to your My Earnings Protected contract at a later date.

The registered terms and conditions governing My Earnings Protected are found in the Schedule. This Guide refers to parts of the Schedule which we have highlighted in the text to help you cross reference. For the complete terms and conditions of My Earnings Protected refer to the Schedule.

An important part of My Earnings Protected is the words and expressions we use to describe the terms and conditions relating to the contract. These can be found in **Part A** of the Schedule and we urge you to refer to them if you are in any doubt as to what something means.

Schedule 6 can be found on the Society's website **www.cirencester-friendly.co.uk**.

If you have any questions about any of our services please call our Member Services Team on **0800 587 5098** or email them at **memberservices@cirencester-friendly.co.uk**.

3. WHAT IS MY EARNINGS PROTECTED?

My Earnings Protected is an individual income protection insurance contract that allows you to insure a part of your earnings. If you are unable to work because of injury or illness and as a result your earnings go down or stop, you will be able to claim benefit to help you to meet essential costs, subject to the claim criteria. My Earnings Protected will give you and those who rely on you peace of mind when you need it.

Because the benefit paid is currently free from personal taxation, the maximum you can insure is 65% of your gross taxable earnings **Part B**, subject to the following upper and lower limits:

- A maximum of £80,000 (to begin with) per year (65% of this is £52,000)
- A minimum of £6,400 per year (65% of this is £4,160)

The amount of benefit you will get from us will be calculated after taking into account any continuing income you get from:

- work;
- any other income protection or insurance benefit payments made to you by other providers;
- early retirement pensions paid to you as a result of ill health;

So it is very important that you allow for these deductions and avoid over-insuring yourself **Part B**. My Earnings Protected offers you a choice of claim periods, to allow more flexibility:

- Long-term - payment of benefit is until your contract ends
- Short-term - payment of benefit is limited to two years per claim

The length you're able to claim for will affect the cost of your monthly premium, giving you more options to make income protection affordable and suit your needs.

My Earnings Protected does not cover redundancy or unemployment and has been designed to pay a benefit to replace earnings lost because of illness or injury.

4. CAN I APPLY FOR MY EARNINGS PROTECTED?

You can apply for My Earnings Protected if all of the following apply:

- you are 18 or over and have not yet had your 55th birthday **Part B;**
- you live in the UK **Part B;**
- you are registered with a UK Doctor, who can supply your up to date three years medical history **Part B;**
- you are currently actively working and not employed on a zero hours contract **Part B;**
- you are employed or self-employed earning at least £6,400 per year and working 16 hours or more per week;
- your earnings are taxable in the UK;
- you are not awaiting any medical tests, investigations or the results of these;
- You do not habitually live and work outside of the UK.

WHAT IF I HAVE MORE THAN ONE JOB?

If you have more than one job or take on another job(s) at any time during your contract you must tell us. We will treat them as a single occupation which means that if you are able to do any of your jobs, you will not be eligible to claim benefits.

WHAT IF I PARTICIPATE IN SPORTS OR OTHER HAZARDOUS PURSUITS?

If you take part in a hazardous pursuit as a hobby we will not automatically exclude this or charge an additional premium*. However, we may ask for you to obtain further information regarding the pursuit and in some circumstances we might exclude this from cover.

Please note that where no exclusions are applied you will only be covered providing you are not taking part in an event for which you are receiving any money.

*Please be aware that accidents or injuries relating to/arising from participation in competitive or non-competitive motor sports are not covered as noted in our standard exclusion **Part A.**

HOW DO I APPLY?

You will need to talk to an authorised Financial Adviser to apply for My Earnings Protected, They will be able to establish your needs and ensure My Earnings Protected is right for you.

If you do not have a Financial Adviser, go to www.unbiased.co.uk to find one near you.

As a minimum to apply you will need to complete the My Earnings Protected Application which will be considered by our underwriters to establish what, if any terms can be offered to you **Part B**.

The decision of our underwriters is final. **Part B** of the Schedule has full details relating to the initial application and variation to the contract process.

5. WHAT WILL MY EARNINGS PROTECTED COST?

The amount of premium you pay will depend upon several factors listed below:

CLAIM PERIODS

There are two claim period options:

Long-term - payment of benefit is until your contract ends or when you return to work

Short-term - payment of benefit is limited to two years per claim

YOUR AGE

Premiums are based on your age when you join the Society or the age you attain each year throughout your contract **Part C**. There are two choices in the type of monthly premiums you can pay and both are at guaranteed rates. This means that they will not differ from those listed in your contract tables throughout your contract, unless you make certain amendments **Part C**.

The two types of premium are **Part C**:

- a Guaranteed Level Premium based on your age at entry which will remain the same throughout your contract*, or;
- a Guaranteed Annual Escalating Premium based on the age you attain in the year of joining and then rises annually following your birthday each year*.

You must select either a Guaranteed Level or a Guaranteed Annual Escalating Premium rate at application **Part C** and any premiums payable in respect of all future changes to your contract must be on the same basis **Part C**.

THE AMOUNT OF COVER YOU TAKE OUT

The amount of benefit you want to receive will affect the cost of your premium, the more cover you take out the greater the overall cost. There are limits that apply to the amount of cover you can take out, which can be found in Section 3 of this Guide.

* Subject to age band increases, indexation and contract changes.

WHEN YOU WANT BENEFIT PAYMENTS TO START

When you complete the Application, you will be asked when you want benefit payments to start if you need to make a claim **Part B**. The sooner you want the benefit to be paid from, the higher the premium. The period before benefit payments start to be made is called a deferred period. You can choose from the following:

After 1, 4, 8, 13, 26 or 52 Weeks:

This means that for claims where the contract qualifying conditions are met, benefit will be paid following the chosen deferred period, for example after 4 weeks of illness or injury.

You may choose any one of these to suit your needs. For example, when your employer stops paying you while you are off work through illness or injury.

OR

You can combine any two of these so that your benefit payments have different start times, for example, you may wish to have part of your payments that begin after 4 weeks deferred and the rest after 26 weeks. We call this a split period contract. This is designed for situations where the amount you get paid from work reduces in stages, when you are off ill for a period of time. For example you may be entitled to six months full pay followed by six months half pay from your employer. Your Financial Adviser will be able to help you to tailor My Earnings Protected to your circumstances.

Don't forget, if you continue to receive certain types of income whilst you are off work as a result of illness or injury, you may not be entitled to receive benefit or it may be reduced, so consider this when deciding on the amount of cover you need. The Schedule **Part B** and page 6 of this Guide has more details.

THE OPTIONS YOU ADD TO YOUR CONTRACT

The following options can be added to My Earnings Protected and each have a cost.

INDEXATION

Over time the purchasing value of the cover you have taken out can fall as prices rise or your earnings can increase and you fail to revise your cover. If you add the Indexation option, your cover will be automatically reviewed annually on the anniversary of your contract or the anniversary of the date you added Indexation, against the Office of National Statistics Consumer Price Index (CPI) **Part F**.

If the index results in an upward movement, your cover will be adjusted and your premium increased proportionately to reflect more cover. Should the index not result in an upward movement, your cover will remain unchanged. Any indexation premium increase will be subject to a maximum increase of no more than 10% each year **Part F**. We will keep you informed of any changes as a result of Indexation. If the index falls, we reserve the right to reduce your cover and premiums

accordingly **Part F**. You can opt out of Indexation increases at any time **Part F**.

Indexation applies even if you are in claim. Any increase in benefit will take effect immediately following the review date, plus any deferred period **Part F**.

CAN I ADD INDEXATION AT A LATER DATE?

If Indexation is not chosen at the start of your contract, then it can be arranged at any time however this will be subject to medical underwriting **Part F**. Any changes to your benefit entitlement following Indexation will take effect immediately once your application to add Indexation is accepted **Part F**. Indexation will not be applied to your contract if your premiums are in arrears **Part F**.

WHAT HAPPENS IF I DON'T WANT TO ACCEPT THE INDEXATION INCREASE?

If you decline an Indexation increase, this option will be removed from your contract. You can reapply for Indexation at a later date, however, this will be subject to medical underwriting and acceptance is at the sole discretion of the Society **Part F**.

For complete details on Indexation refer to **Part F** of the Schedule.

SEVERE INJURY COVER

If you have chosen a 1, 4, 8, 13, 26 or 52 week deferred period you can apply to add Severe Injury Cover **Part E**.

If you have to stop working because of one of the injuries listed in the table on page 11 and as a result your earnings go down, you can claim Injury Benefit that will be paid from the first day you are unable to work, subject to at least four consecutive days off work **Part E**. This option can be added subject to medical underwriting by the Society or de-selected.

All claims made under Severe Injury Cover are subject to assessment and must meet the requirements of claim **Part E**. If you suffer more than one of the injuries listed below in the same event, or during a claim for another, then we will only permit a single claim for loss of earnings **Part E**.

SEVERE INJURY COVER CONDITIONS

Condition	Details
Brain injury	Caused by physical trauma/injury.
Amputation/loss of a limb	Caused by physical trauma/injury.
Paralysis	Paraplegia or quadriplegia caused by physical trauma/injury.
Permanent loss of sight	Caused by physical trauma/injury.
Deep lacerations	Where the condition requires hospital treatment involving muscle, tendon and/or internal organs.
Dislocation	Where the condition requires hospital treatment. Dislocation of fingers and toes are not covered.
Fractured bones	The following fractures are not covered: <ul style="list-style-type: none"> • Fractures of fingers, toes and/or nose; • Stress/hairline fractures; • Pathological fractures.
Burns/scalds	First degree burns are not covered.

Notes to Severe Injury Cover

- i. Paraplegia – refers to paralysis from approximately the waist down
- ii. Quadriplegia - refers to paralysis from approximately the shoulders down
- iii. Pathological Fracture - A pathological fracture happens when a bone breaks due to weakness in the bone caused by an underlying disease e.g. bone cancer or osteoporosis
- iv. Physical Trauma/Injury – this means that a claim will only be considered if the injury condition happened as a result of a physical injury e.g. a fall and not as a result of a medical condition e.g. a stroke
- v. First Degree Burn - A first-degree burn (also called a superficial burn or wound) is an injury that affects the first layer of your skin. First-degree burns are one of the mildest forms of skin injuries, and they usually do not require medical treatment

THE EXPIRY DATE

You must tell us when you want your contract to end we call this the 'Expiry Date'. There are two Expiry Dates available **Part B**:

- At the age of 70; or
- the given retirement age set by the Society for your occupation.

Some occupations have a set occupational retirement age, where cover under the Own Occupation definition will end and claims thereafter will be assessed using the Suited Occupation Incapacity definition. For further details see section 10. How do I make a claim? (page 21).

When selecting your Expiry Date please remember that there must be at least five years between the start of your contract and your chosen Expiry Date **Part B**.

ANY PREMIUM LOADINGS THAT MIGHT BE APPLIED

When we have completed our assessment of your application for My Earnings Protected, you will receive an Offer Letter detailing the terms on which we can offer you cover. We may need to charge a higher premium because of your health we call this Non-Standard Terms **Part B**. We will explain what we have done and why in your Offer Letter.

Section 6 of this Guide contains more information about underwriting and Non-Standard Terms.

ANY PREMIUM REDUCTIONS THAT MIGHT BE APPLIED

Where we exclude conditions related to back disorders or mental illness, we will offer a 5% discount from your premium for each of these excluded conditions (maximum of 10%). The discount is not optional and will be applied following the decision of our underwriters.

If an undisclosed history of back or mental disorders is discovered at claim, the discount will not be retrospectively applied. You should ensure that you provide all the information required on the My Earnings Protected Application Form in full as failure to do so may result in your claim being declined, and in some cases your contract being cancelled by the Society.

PLEASE NOTE

The discount will only be applied to your premium for your contract and not any additional premiums applied following our underwriting process or the addition of options.

6. HOW DO I APPLY FOR MY EARNINGS PROTECTED?

When you apply for My Earnings Protected you and your Financial Adviser will need to complete an application

Part B.

Your Financial Adviser can guide you in its completion. You need to supply all of the information requested. If the application is incomplete or inaccurate this could delay your application or even result in it being declined and any future claim may not be paid. In more serious cases, your My Earnings Protected contract may even be cancelled **Part K.**

When we have considered your application, we may ask you for further information about your health, earnings or other relevant details to help us to reach a decision as to whether your application is acceptable, or not, and on what terms

Part B. This process is called underwriting.

WHAT HAPPENS NEXT?

Once we have completed our assessment of your application we will write to you. You may be offered a contract on Standard or Non-Standard Terms. Standard Terms mean that no premium loadings or exclusions have been applied to the contract.

For both Standard and Non-Standard Terms, claims will not be admitted in respect of the following excluded conditions **Part**

A – Excluded Conditions:

- The misuse of solvents or substances used for other than their stated purposes;
- The use of illegal substances or drugs not taken under the advice or supervision of your Doctor;
- The misuse of alcohol;
- Pregnancy/childbirth;
- Sterilisation unless on the grounds of medical necessity;
- Any operation or treatment that is not medically necessary, including cosmetic surgery;
- Your criminal conduct or participation in a criminal act;
- When an accident or injury is relating to/arising from participation in competitive or non-competitive motor sports.

If you are offered a contract on Non-Standard Terms this means that in order to accept the risk we have found it necessary to apply certain specified conditions by restricting cover and/or charging additional premiums. These will be in addition to the standard excluded conditions referred to in the Schedule and listed above. We will tell you about any Non-Standard Terms in your Offer Letter **Part B**.

Don't forget where we exclude conditions related to back disorders or mental illness, we will offer a 5% discount from your premium for each of these excluded conditions (maximum of 10%).

In some instances we may not be able to offer you the terms that you apply for. Where this happens we will write to you and where possible offer you alternative terms.

When your application is approved, you will become a member of the Society. You will then be subject to both the Schedule and the General Rules of the Society. You will receive a Membership pack that will include full details of your Membership along with a payment plan that will give details of when premiums are due and how much they will be.

7. HOW AND WHEN DO I PAY MY PREMIUMS?

Premiums are paid monthly by direct debit in advance of cover **Part C**. The first payment will activate your My Earnings Protected contract and thereafter premiums will fall due on, or around, the same date each month until the Expiry Date of your contract.

If you have selected Severe Injury Cover, we will continue to collect the premiums in relation to this right up to the Expiry Date of your contract.

8. WHAT HAPPENS IF I GET INTO ARREARS WITH MY PREMIUMS?

If you do not continue to pay your premiums your contract will fall into arrears and you will not be eligible for any of the benefits of the contract **Part C**. If your contract falls into arrears we will write to you and ask you to make a payment to clear the arrears **Part C**.

If you do not make a payment and/or clear the arrears and you miss three months payments, we will close your contract. You will no longer be a member of the Society and you will not be entitled to any benefits **Part K**.

If you get into arrears or have difficulty in paying your premiums, please contact your Financial Adviser or our Member Services Team without delay.

Tel: **0800 587 5098**

Email: **memberservices@cirencester-friendly.co.uk**

9. CAN I MAKE CHANGES TO MY CONTRACT ONCE IT HAS STARTED?

Provided you are not in claim or arrears you can apply to make changes to your My Earnings Protected contract to suit your personal circumstances.

Where there is an increase in risk, any change will be subject to medical underwriting and could result in different terms with the Society or a change in premium **Part B**.

In some instances we may not be able to approve your application to change your contract. You will be notified in writing of any changes prior to acceptance. The following table will help you to decide if underwriting will apply.

Reduction in Risk no underwriting	Increase in Risk subject to underwriting
Increase in the deferred period	Reduction in the deferred period(s)
Reduction in your cover	Increase your cover (not permitted in the last 5 years of your contract)
Removal of Severe Injury Cover	Add Severe Injury Cover
Removal of indexation	Add indexation
Reduction in Expiry date or Occupational Retirement Age if you change your job	Increase Expiry date or Occupational Retirement Age if you change your job

CHANGING PREMIUM TYPE (LEVEL & ANNUAL ESCALATING)

You can request a change of premium type, provided:

- You are not currently in claim
- Premiums must all be paid up to date
- You have not made total claims in excess of 6 weeks in the past three years

Where moving on to the Guaranteed Level Premium Type, the premium rate at the date of the change will be applied.

There is no additional underwriting unless there is also a change in cover.

If you wish to amend your contract we strongly suggest that you speak to your Financial Adviser to ensure that the changes are right for you. We will automatically notify the Financial

Adviser who introduced you to the Society of any amendment made on your instruction, unless you specifically advise us otherwise.

To ensure My Earnings Protected continues to meet your needs we encourage you to keep us informed by telling us of any of the following changes **Part B:**

- A change in the earnings you told us about;
- Any increase in your entitlement to income from your employer in the event of illness or injury;
- Any increase in your income protection cover from another insurer;
- A change of your address;
- You move abroad;
- Any change(s) which results in the amount of time you

spend working outside the UK becoming greater than 8 weeks per calendar year;

- A different occupation to the one you have told us about, or if you become unemployed;
- Retirement before you reach the Expiry Date of your contract;
- If you are absent from work due to illness or are taking an extended break;
- Anything else that you consider might affect your entitlement to claim benefit.

As a minimum, we encourage you to review your contract annually, preferably with a Financial Adviser, to ensure it continues to meet your needs.

GUARANTEED INSURABILITY OPTIONS

This valuable facility allows you to increase benefit by up to 10%, without supplying medical information, when one of the following 'Lifestyle' events occurs; Marriage or entry into a civil partnership, Birth or legal adoption of a child to you or your partner, increase of earnings and an increase in your mortgage. In addition, you can also increase your cover every fifth anniversary of the start date of the contract.

Full terms and conditions can be found in **Schedule 6 - Part J** - Rules of the My Earnings Protected Contract.

TEMPORARY SUSPENSION OF COVER

Any occupational absence can also be accommodated subject to prior approval by us. If you arrange to be absent from your occupation, cover can be suspended for up to 12 months **Part B**.

Entitlement to benefits ceases during any period of occupational absence.

If you resume paying your premiums within 12 months after the start of your Temporary Suspension, you will be eligible to recommence your cover to the level it was when you stopped your premium payments and be entitled to claim benefit.

10. HOW DO I MAKE A CLAIM?

CAN I MAKE A CLAIM?

In order for your claim to be considered you must:

- be employed or self-employed;
- have kept your monthly premiums up to date and not be in arrears;
- not be in a period of Occupational Absence;

and as a result of your illness or injury:

- had your earnings stopped or reduced because you are unable to work;
- been off work due to illness or injury for at least 4 consecutive days; or
- have been off work due to illness or injury for your chosen deferred period.

Part D.

WHAT EVIDENCE WILL I NEED TO PROVIDE?

In the event of a claim you should contact our Claims Team on **0800 587 5098** or **claims@cirencester-friendly.co.uk**

You will need to complete a My Earnings Protected Claim Form and provide information and documents supporting your claim. In addition to your completed Claim Form we will need:

- a certified copy of a medical certificate issued by your

Doctor as proof of your illness or injury which should show the following details:

- the nature of your illness or injury;
- when it started;
- and how long you have been signed off.

You will also need to provide updated certificates during your claim

- Evidence of your earnings:
- For employed claimants we require printed pay slips, P60 and P11D tax forms (if applicable) for the 12 month period up to when you became unable to work. Your employer will be able to confirm to you when you received your last P60 and P11D tax forms.
- For self-employed claimants we will require the accounts of your business and your latest HMRC Tax Assessment for the 12 month period before you became unable to work.
- If you are an employed Director of the Company with not more than 3 other Shareholders we need evidence of any dividends you have received in the 12 month period before you became unable to work.

It is important that you supply this and any other information

that we may request quickly as failure to provide the information we need to assess your claim could result in delays in payment or even the loss of benefits. When you are in claim you must follow the instructions of your Doctor and avoid doing anything that could delay your recovery **Part D**.

You can only claim on the contract from within the UK. If no suitable medical treatment is available in UK then, at our discretion, we may agree to continue payments of benefits to you whilst you are abroad and undergoing treatment **Part D**.

ARE THERE ANY TIME LIMITS TO MAKING A CLAIM?

You need to send us your completed Claim Form and any other information within the correct timescales. The following table provides details of the timescales in which you should submit any claim for benefit **Part D**.

Deferred period (whichever is the shorter for split deferred period contracts)	You should notify the Society of your intention to claim:	You should submit your "Claim Form" and documentary evidence:
1 week	Within 2 weeks	Within 4 weeks
4 weeks	Within 2 weeks	Within 4 weeks
8 weeks	Within 4 weeks	Within 6 weeks
13 weeks	Within 4 weeks	Within 8 weeks
26 weeks	Within 8 weeks	Within 20 weeks
52 Weeks	Within 8 weeks	Within 46 weeks

WHAT IF MY EARNINGS HAVE CHANGED SINCE I APPLIED?

If you receive less benefit than you were expecting you are likely to be over insured. This can occur when the evidence of earnings you supply at claim are lower than the earnings you last told us about at application, or later, or you have some continuing income that falls within the category listed on page 6. **Don't forget**, you will be asked to supply evidence of your earnings at claim, and it is this evidence that we will use to calculate your benefit entitlement **Part D**.

If your earnings have increased since you last told us then you could be under insured. It is important that you regularly

review your My Earnings Protected contract with your Financial Adviser so that it remains suitable for your personal circumstances **Part B**. This will help ensure My Earnings Protected continues to meet your needs.

WHEN WILL MY CLAIM NOT BE PAID?

On receipt of your Claim Form and supporting documents our Claims Team will assess your claim. You will not be eligible for benefits if*:

- your inability to work does not go beyond your deferred period;
- you are no longer incapacitated or do not meet the definition of incapacity;
- you are unemployed or have retired
- you have not suffered a reduction or loss of earnings because of your illness or injury;
- you are outside of the UK;
- your claim is not more than three consecutive working days;
- you are on maternity or paternity leave;
- you continue to work;
- you do not pay your premiums;
- your illness or injury is excluded;

- you are unable to provide the evidence we have asked for in support of your claim
- during the assessment of your claim, information is received that you did not tell us about at application or when changes have been made to your contract, that could affected the terms you were offered;
- you have temporarily suspended your cover;
- you have reached your maximum claim period;
- if you have selected the two-year claim period and need to claim for the same or linked incapacity within 26 weeks of returning to work and have used all of your two-year claim period.

*This is not a exhaustive list of when your claim would not be met. Please speak to your Financial Adviser or our Claims Team on 0800 587 5098 if you are unsure if your claim would be paid.

WHAT IF I SUFFER A RELAPSE OF MY ILLNESS OR INJURY?

Long-term benefit

If you have a deferred period and return to work after receiving benefit, then suffer a relapse or a condition related to your initial illness or injury within 52 weeks of returning to work, then your deferred period will not apply and benefit will be paid immediately for qualifying claims **Part D**.

Short-term benefit

If you have a deferred period and return to work after receiving benefit, then suffer a relapse or a condition related to your initial illness or injury within 26 weeks of returning to work, and not reached the maximum claim period of two years, then your deferred period will not apply and benefit will be paid immediately for qualifying claims.

HOW LONG WILL I BE PAID BENEFIT?

You will continue to receive benefit until:

- your chosen claim period ends;
- you are able to return to your job;
- you choose to start a different job (you may qualify for Recovery Benefit, being a proportion of your previous benefit);
- you start voluntary work;
- you stop sending us evidence of your illness or injury;
- you no longer meet the definition of incapacity which is 'Own Occupation' up to the set occupational retirement age or Suited Occupation after that up to the age of 70;
- you fail to keep your premiums up to date;
- you are no longer a member of the Society;
- you die;

- you reach the expiry date of your contract.

HOW MUCH BENEFIT WILL I RECEIVE?

The amount of benefit paid to you will depend on the level of cover you have arranged, the options you have added to your contract and your earnings based on the information you have provided to us along with any continuing income. **Don't forget**, it will not be more than 65% of your gross taxable earnings **Part B** and you will be asked to provide evidence to support this when you make a claim. Benefit received from the Department of Work and Pensions and Statutory Sick Pay will not be taken into account during your claim.

HOW WILL I GET PAID?

Once we have gathered the information and your claim has been accepted, we will make fortnightly payments of benefit **Part D** direct to your bank account by Bankers' Automated Clearing Services (BACS) transfer.

HOW WILL YOU ASSESS MY CLAIM?

There are two measures we use to decide if your illness or injury stops you from working:

Own Occupation Incapacity definition

Up to the set occupational retirement age, we will assess your inability to do the material and substantial duties of your own occupation. That means establishing whether you can, or cannot perform the things you need to be able to do to carry out your occupation.

Suited Occupation Incapacity definition

Once you have reached the set occupational retirement age for your occupation and if your contract continues to the age of 70 we will consider your past training, education or experience in our claims assessment process.

Part A provides full details of the incapacity definitions.

We will ask for evidence of your earnings to ensure that the amount of benefit you receive is not more than 65% of your gross taxable earnings. We will also take certain forms of continuing income into account when calculating your benefit

Part D. Don't forget the contract is designed to help you meet your essential outgoings and you should not be financially better off when in claim. Section 2 lists the types of continuing income we will take into consideration.

DO I STILL HAVE TO PAY MY PREMIUMS WHEN I AM IN CLAIM?

When you are being paid benefit, you must continue to pay your premiums. However, your premiums will be refunded to you with your payments. We call this Refund of Premium. We do it this way to avoid having to restart your regular premium payments when you stop claiming or receiving benefit.

You will be entitled to Refund of Premium from the 29th day of your illness or the end of your deferred period, whichever

comes last **Part I**.

If you are receiving Recovery Benefit (being a proportion of your previous benefit) the Refund of Premium will be paid in the same proportion **Part I**.

The daily rate of Refund of Premium is 1/365th of your annual premium for each qualifying day of illness or injury. Refund of Premium will cease when your claim ends **Part I**.

WHAT HAPPENS IF I HAVE A GRADUAL RETURN TO FULL TIME WORK OR GO BACK TO A DIFFERENT JOB?

You must not undertake any form of work whatsoever (including voluntary work) whilst you are being paid or assessed for benefit **Part D**. If you are able to return to work in a restricted capacity or, to an alternative occupation, and your earnings go down, you may be eligible to apply for Recovery Benefit **Part G** this will be calculated based on your new earnings **Part G**.

Recovery Benefit is subject to qualification but in all cases there will be a maximum period of 18 months* when it will be paid **Part G**. If you are planning to return to work in any capacity you should inform us immediately.

WHAT HAPPENS IF I HAVE A TERMINAL ILLNESS?

If you are diagnosed with an incurable illness that, in the opinion of your Doctor, is likely to result in your death within

12 months, you can claim Terminal Illness Benefit. You must notify the Society of your condition within eight weeks of your diagnosis **Part H**. To qualify your Doctor's diagnosis, it must first be agreed by our Medical Adviser **Part H**.

Terminal Illness Benefit is paid as a single lump sum equivalent to six months benefit. You will also continue to receive benefit in the normal way **Part H**. Terminal Illness Benefit can only be claimed once **Part H**.

*If you have selected the two-year claim period option this must be included within the two years.

11. WHAT HAPPENS IF I DON'T WANT OR NEED MY EARNINGS PROTECTED ANYMORE?

You may cancel your My Earnings Protected contract at any time by contacting our Member Services Team. We strongly recommend that you talk to your Financial Adviser before cancelling to make sure cancellation is the right thing to do.

Your My Earnings Protected contract will also end if:

- your premiums fall three months in arrears;
- you die before your chosen Expiry Date;

- your contract is cancelled because of a serious breach of the Schedule or General Rules of the Society;
- you change your job to one which we do not cover;
- You habitually live and work outside of the UK.

Don't forget if you miss a monthly premium payment we will remind you that you must bring your premiums up to date within the next month. If your premiums fall three months in arrears then your contract will be cancelled, cover will end, and you will no longer be a member of the Society or entitled to any benefits **Part K**.

If you cancel My Earnings Protected within 30 days of the start date, any premiums you have paid to us during this time will be returned to you. After 30 days, premiums will not be refunded.

When My Earnings Protected is cancelled you will no longer be covered by the Society, will not be able to make a claim and will not receive benefit payments from us. There are no penalties or fines for cancelling your My Earnings Protected contract.

12. WHO SHOULD I CONTACT?

FOR GENERAL ENQUIRIES ABOUT MY EARNINGS PROTECTED:

Member Services Team

Mutuality House, The Mallards, South Cerney, Cirencester,
Glos. GL7 5TQ

Tel: **0800 587 5098**

Email: **memberservices@cirencester-friendly.co.uk**

TO MAKE A CLAIM:

Claims Team

Mutuality House, The Mallards, South Cerney, Cirencester,
Glos. GL7 5TQ

Tel: **0800 587 5098**

Email: **claims@cirencester-friendly.co.uk**

FOR ADVICE IN RELATION TO MY EARNINGS PROTECTED OR CHANGES TO YOUR CONTRACT:

Please contact your Financial Adviser as the Society is not authorised to give advice. If you do not have a Financial Adviser, go to **www.unbiased.co.uk** to find one near you.

PLEASE NOTE

Telephone calls are recorded for regulation and training purposes.

13. WHAT IF I AM UNHAPPY ABOUT ANYTHING?

Should you have any cause for complaint about the service you have received from us, or about My Earnings Protected please:

PHONE

Member Services Team on **0800 587 5098**

EMAIL

memberservices@cirencester-friendly.co.uk

WRITE

The Complaints Team

Cirencester Friendly Society Limited

Mutuality House, The Mallards, South Cerney, Cirencester,
Glos. GL7 5TQ

If your complaint is not dealt with in eight weeks or to your complete satisfaction you can contact:

The Financial Ombudsman Service Limited

Exchange Tower, London E14 9SR

Tel: **0800 023 4 567**

14. IS THERE ANYTHING ELSE I MIGHT NEED TO KNOW?

FINANCIAL SERVICES COMPENSATION SCHEME

Cirencester Friendly is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we become insolvent and are unable to meet our obligations.

For My Earnings Protected, the FSCS will cover you for 100% of the total amount of an existing claim with no upper limit. The FSCS will also provide a refund of 90% of the premiums that have not been used to pay for cover whether you are making a claim under your contract or not.

Further information is available from:

Financial Services Compensation Scheme

7th Floor, Lloyds Chambers,
Portsoken Street,
London E1 8BN

The Financial Conduct Authority is the independent financial services regulator. Cirencester Friendly is required to give you information to help you decide whether My Earnings Protected

is right for you. You should carefully read all the documents referred to and in particular the Key Facts Document so that you understand what you are buying, and then keep them safe for future reference. Remember, if you need definitive information, you should refer to the Schedule.

Financial Conduct Authority

25 The North Colonnade
Canary Wharf, London E1 5HS

LANGUAGE & LAW

My Earnings Protected will be issued in English and correspondence and communications conducted in this language. My Earnings Protected will be subject to the laws of England and Wales. The law and courts of England and Wales will apply in the event of any legal dispute.

Cirencester Friendly

Mutuality House, The Mallards, South Cerney
Cirencester, Glos. GL7 5TQ

Tel: 01285 652492

Fax: 01285 641246

Email: info@cirencester-friendly.co.uk

Web: www.cirencester-friendly.co.uk



KEY FACTS

www.cirencester-friendly.co.uk

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