

## INCOME ASSURED PLUS PRODUCT SUMMARY

Our Income Assured Plus contract is closed to new business. However, if you have an existing Income Assured Plus contract, it can be amended to ensure it continues to suit your needs.

If your circumstances have changed, we recommend that you review your contract with your Financial Adviser. If you don't have a Financial Adviser, please visit [www.unbiased.co.uk](http://www.unbiased.co.uk).

### SUMMARY OF OUR INCOME ASSURED PLUS PRODUCT

This is a condensed version of the features and rules governing your Income Assured Plus contract. For full details, please refer to the Income Assured Plus Schedule 2 Rules.

Income Assured Plus allows you to insure a part of your earnings if you're unable to work due to illness or injury. As a result, if your earnings go down or stop, you'll be able to claim benefit (subject to the claim criteria). Income Assured Plus also has the option to participate in our bonuses and build up a capital balance.

### CONTRACT FEATURES

You can insure up to 60% of your gross taxable earnings, up to the maximum earnings of £68,250 per year and minimum earnings of £4,550 per year.

You select the amount of benefit that can be paid based on units of cover. Each unit of cover equates to a weekly benefit of £10.50.

You'll have a deferred period of Day 1\* or 1, 4, 8, 13, 26 or 52 weeks. which is the period before benefit payments start to be made.

\*Please note, Day 1 deferred periods aren't available for amendments.

If you have chosen a 1, 4, 8, 13, 26 or 52 week deferred period, you can add Day One Accident Protection for an additional premium, to protect yourself against lost earnings as a result of an accident from Day 1.

If you add the Indexation option, your units of cover and the premiums you pay will be automatically reviewed on 1st January each year against the Office of National Statistics Consumer Price Index (CPI) and if necessary, will be increased.

For a fixed additional premium, we offer an option which allows you to participate in our bonuses and to build up a capital balance which, under current legislation, is payable to you tax-free when you reach the natural end of your contract.



There is a choice of incapacity definitions:

#### OWN OCCUPATION

Totally unable to perform your own occupation and must not be doing any other type of work whatsoever. Your regular benefit will reduce to 75% of the initial entitlement after 52 weeks and 50% of the initial entitlement after 104 weeks.

#### OWN/OWN SUITED

For the first 52 weeks of claim, the Own Occupation definition applies. After 52 weeks, if you're able to carry out some other occupation to which you're suited by training, education or experience, benefit would cease. Your regular benefit will remain at the full rate if you're unable to return to any job you're suited to and you're not doing any other type of work.

#### HOUSEPERSON

You must not be working, but perform a vital role in maintaining the home and looking after the family to enable a partner to go out to work. You must be confined to home or hospital and totally unable to perform the functions of a bona fide Houseperson. Benefit is limited to a maximum of £2,730 per annum.

### ADDITIONAL FEATURES INCLUDED IN YOUR CONTRACT

#### TERMINAL ILLNESS BENEFIT

If you're 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. Terminal Illness Benefit is paid as a single lump sum equivalent to six months benefit. You'll also continue to receive benefit in the normal way.

#### REHABILITATION/PROPORTIONATE BENEFIT

Following a period of claim, if your incapacity means that you can't return to work on a full-time basis or you find you can't perform your old job anymore, we can pay you reduced benefit in the form of Rehabilitation or Proportionate Benefit at the discretion of the Society.

#### CAREER BREAK

You can apply to take a break from paying premiums for up to 24 months, without the need for further underwriting when you decide to resume cover. You may apply to suspend premiums for up to 48 months in total during the life of your contract. When you suspend your premiums, no claims or benefits will be admitted or paid for the period of suspension.

## CLAIMING ON YOUR CONTRACT

Any claim for benefit will be based on the incapacity definition that you've selected: Own Occupation, Own/Own Suited or Houseperson.

When you're 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.

## HOW TO CLAIM

If you need to make a claim, please contact our **Claims Team** without delay on **0800 587 5098** or **claims@cirencester-friendly.co.uk**.

View **Our Guide to Claims** on our website at **www.cirencester-friendly.co.uk**.

## WHAT'S NOT INCLUDED?

Claims won't be admitted in respect of the following\*:

- 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 and sterilisation, unless on the ground of medical necessity;
- any operation or treatment that isn't medically necessary, including cosmetic surgery;
- your criminal conduct or participation in a criminal act.

\*This is not an exhaustive list of when your claim will not be met. Please speak with our Claims Team on 0800 587 5098 if you're unsure if your claim would be paid.

## WHO SHOULD I CONTACT?

### FOR GENERAL ENQUIRIES ABOUT INCOME ASSURED PLUS:

#### Member Services Team

Cirencester Friendly, 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

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

Tel: **0800 587 5098**

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

## MAKING A COMPLAINT

Should you have any cause for complaint about the service you have received from us, or about Income Assured Plus, please:

### PHONE

Call us on **0800 587 5098**

### EMAIL

**complaints@cirencester-friendly.co.uk**

### WRITE

#### The Complaints Team

Cirencester Friendly, 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

Exchange Tower, Harbour Exchange, London, E14 9SR

Tel: Call **0800 023 4567** or from a mobile **0300 123 9123**

Email: **complaint.info@financial-ombudsman.org.uk**

For further information regarding our complaints procedure, please visit our website at **www.cirencester-friendly.co.uk**.



## INCOME ASSURED PLUS PRODUCT SUMMARY

Cirencester Friendly is a trading name of Cirencester Friendly Society Limited. Registered and Incorporated under the Friendly Societies Act 1992. Reg. No. 149F. Cirencester Friendly Society Limited is Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 109987. V1 (SEP 2024)