



MEMBERSHIP POLICY TERMS AND CONDITIONS / KEY FEATURES

1. INTRODUCTION

Key Features are designed to give you important information to help you decide whether our plans are right for you. No advice has been provided as to whether your inclusion in our group scheme products are appropriate for your circumstances, you should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

1.1 AIMS

Our plans are designed to help protect against the impact of death on you and your family. Your policy could be used towards your outstanding mortgage, to help protect your family's lifestyle, everyday living expenses or provide funeral cover.

Your policy is designed to cover you if you die before the end of your policy. We'll pay out a lump sum in full once, after this happens, your policy will end and you'll no longer have any cover.

1.2 YOUR COMMITMENT

You must give us accurate information when we're setting up your policy as your policy may not pay out if we don't receive full and honest answers to the questions asked at application. Please don't assume that we'll contact your doctor to find out your full medical details.

You need to let us know if any information you gave us in your application changes before your policy starts. You must pay us membership premiums for the life of your policy. The membership premiums must be paid on time each month. If you stop paying them, your cover will come to an end.

2. EMPLOYED LIFE

2.1 What is covered

We'll cover you from when we receive your first membership premium. The benefit will be paid out if the person covered dies during the plan. All membership premiums must be up-to-date when death occurs to qualify.

2.2 What is not covered

The benefit will not be paid out if death occurs from:

- Suicide, intentional and serious self-injury or an event where, in our reasonable opinion, you took your own life.
- Taking part or attempting to take part in a dangerous sport or pastime.
- Taking part or attempting to take part in any aerial flight other than as a fare paying passenger on a licensed airline.
- Committing, attempting or provoking an assault or criminal offence.
- War (whether declared or not), riot or civil commotion.
- Taking alcohol or drugs (unless these drugs were prescribed by a registered doctor in the United Kingdom).
- Accidents that have occurred prior to application.
- In instances of Specific Exclusion as defined on your membership premiums certificate.

2.3 Eligibility conditions

The life assured:

- must be aged 18 to 60 when the plan commences.
- must not have ever suffered from a Serious Illness.
- must be employed when the plan commences
- must not be planning to retire within 10 years of the plan commencement
- must not be taking drugs (unless these drugs were prescribed by a registered doctor in the United Kingdom).
- must not have worked outside the EU or USA in the last 2 years.

3. ACCIDENTAL DEATH BENEFIT

3.1 What is covered?

We'll cover you from when we receive your first membership premium, the benefit will be paid out if the person covered sustains bodily injury caused by accidental, violent, external and visible means which is the sole cause of death and if the death occurs within 90 days of such an accident.

3.2 What is not covered?

The benefit will not be paid out if death occurs from:

- Suicide, intentional and serious self-injury or an event where, in our reasonable opinion, you took your own life.
- Taking part or attempting to take part in a dangerous sport or pastime.
- Taking part or attempting to take part in any aerial flight other than as a fare paying passenger on a licensed airline.
- Committing, attempting or provoking an assault or criminal offence.
- War (whether declared or not), riot or civil commotion.
- Taking alcohol or drugs (unless these drugs were prescribed by a registered doctor in the United Kingdom).
- Accidents that have occurred prior to application.

3.3 Eligibility conditions

The life assured:

- must be aged 18 or over when the plan commences.

4. COVER PROVIDED BY THIS POLICY

4.1 Whose life is covered

The life of the life assured is covered.

4.2 How much cover is provided?

The amount of cover provided is the sum assured as shown in the membership premiums certificate.

4.3 How long does this cover last?

This cover starts on the policy start date and ends:

- upon the payment of the sum assured, or
- if no sum assured becomes payable, the policy expiry date.

Once this policy ends, no further benefit or membership premiums will be payable.

4.4 How is the sum assured paid?

The sum assured is paid as a lump sum.

4.5 When is the sum assured payable?

The sum assured is payable on the death of the life assured dependant on the policy type.

4.6 Who is the sum assured paid to?

The sum assured is paid as per the instructions on your expression of wish.

4.7 Is there a cash-in value?

The policy will not give you any money back if you cancel your policy. If you have chosen the refundable membership premiums option you will only be entitled to your money back if you adhere to the conditions of the refundable membership premiums certificate.

4.8 Exclusions

We will not pay the sum assured:

- In any circumstances that are shown under the 'what is not covered' section of your plan
- In any circumstances where you have failed to disclose a material fact

- In any circumstances where there has been a breach of the eligibility conditions, plan conditions or general conditions

5. PLAN CONDITIONS

5.1 This benefit is subject to the following conditions:

- We must be informed within one month of the life assured's death. We may not insist on this if there are exceptional medical or other reasons why we were not informed
- We must receive a completed claim form, which will be issued by us, so that we can consider your claim
- We must receive an original death certificate so that we can consider your claim
- We must receive proof that the assured was actively in work at the time of the assured's death, so that we can consider a claim under an Employed Life Membership Plan
- No membership premiums were outstanding at time of death
- This benefit will only apply whilst the life assured:
 - resides or travels within the European Union or United States, and
 - resides temporarily or travels outside of the European Union or United States for a period not exceeding three consecutive months in any 12 months. If this period is exceeded, this benefit shall not be available unless we have given you prior written confirmation. If the life assured resides or travels outside the European Union or United States for more than 12 consecutive months, we will be entitled to cancel this benefit

6. PAYMENT OF MEMBERSHIP PREMIUMS

6.1 When are membership premiums due to be paid?

Membership premiums are due from the policy start date and at monthly intervals.

6.2 Will the amount you pay ever change?

The membership premiums for this policy will not increase.

6.3 What happens if you don't pay your membership premiums?

We are entitled to cancel this policy if any membership premiums are not paid on their due date. If we cancel this policy, the policy will end and no further benefit or membership premiums will be payable. We will not refund any membership premiums already paid.

7. COOLING-OFF PERIOD & YOUR RIGHT TO CANCEL

7.1 You have the right to cancel your policy at any time. If your policy is cancelled within 14 days (known as the Cooling-Off period), we will make a proportionate charge for the time you have been on cover and charge £30 to cover the administration of your policy.

7.2 If your policy is cancelled after the 14 day Cooling-Off period, we will make a proportionate charge for the time you have been on cover and charge £50 to cover the administration of your policy.

8. GENERAL CONDITIONS

8.1 If the life assured's date of birth is incorrect, the terms of this policy shall be adjusted to those that would have applied if the correct date of birth had been given. We are entitled to cancel this policy if it would not have been issued if the correct date of birth had been given.

8.2 If you or the life assured intentionally provide us with an incorrect date of birth or fail to disclose any material fact, we are entitled to cancel this policy.

8.3 This policy is governed by English Law and all communication in relation to this policy will be in English.

HOW TO...

9.1 Contact us

If you have any enquiries in relation to this policy please call us or write to us at our principal office. Please quote your policy number as shown on your refundable membership premiums certificate when making any enquiries. We may record and monitor calls. Call charges will vary.

9.2 Make a claim

If you need to make a claim under this policy, please call us or write to us at our principal office. We may record and monitor calls. Call charges will vary. If any information reasonably required to assess the claim is withheld, we reserve the right not to process the claim until it is made available.

9.3 Change this policy

You should contact us at our principal office if you want to request any policy changes. All changes requested will be assessed based on the life assured's circumstances at that time. We may take into account their age, health, medical history, residency, leisure activities and are entitled to request any documents reasonably required by us. We will confirm if the change means this policy has to be cancelled and a new policy issued, which may have different terms and conditions. A change may affect the membership premiums.

9.4 Cancel this policy

You can cancel this policy at any time. If you cancel this policy, the policy will end and no further benefit or membership premiums will be payable. This policy does not have a cash-in value if you cancel the plan.

9.5 Make a complaint

If you wish to complain about the service you have received from us, or you would like us to send you a copy of our internal complaints handling procedure, please write to us at our principal office

DEFINITIONS EXPLAINED

Accidental Death Membership Plan

As define in Section 3.

Benefits

The sum assured and any other benefit included in this policy.

Employed Life Membership Plan

As define in Section 2.

Expression of Wish

Completed at the policy start date which gives details of who you wish the sum assured to be paid to.

Financial Conduct Authority (“FCA”)

This product is not regulated by the Financial Conduct Authority and as a result you will not have the added protection of the Financial Ombudsman Service or Financial Services Compensation Scheme.

Life Assured

The person whose life is covered under this policy.

Material Fact

A fact that would be important to us in deciding whether to provide the membership policy for the requested cover, the duration and terms of that cover. Examples of a material fact include, but are not limited to, medical disclosures, family history, occupation, travel or residence, pastimes, alcohol consumption, smoker/non-smoker, use of recreational drugs, for example cocaine or heroin.

Membership Premium(s)

The amount you pay to us to be a member, which incorporates the provision of this policy as shown on your membership premiums certificate

Membership Premiums Certificate or Refundable Membership Premiums Certificate

This document sets out the conditions you must satisfy to ensure you receive a refund of premiums if you do not make a claim during your plan. No advice has been provided as to whether your inclusion in our group scheme products are appropriate for your circumstances, you should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

Membership Product

The type of cover, as shown on your membership premiums certificate either Employed Life Membership Plan or Accidental Death Membership Plan.

Our, us or we

Refundable Limited.

Policy

This policy issued by us, which consists of the policy terms and conditions and membership premiums certificate.

Policy Expiry Date

The expiry date of this policy, as shown on your membership premiums certificate.

Policy Start Date

The start date of this policy, as shown on your membership premiums certificate.

Policy Type

The policy plan taken out by you; either Employed Life Membership Plan or Accidental Death Membership Plan.

Principal Office

Our principal office is: Moody Hall Annex, Moody Street, Congleton, CW12 4AN

Refundable Membership Premiums

The ability for you to receive a full refund of your membership premiums if you satisfy the conditions set out in the refundable membership premiums certificate.

Serious Illness

Alzheimer's disease, Aorta graft surgery, Aplastic anaemia, Bacterial meningitis, Benign brain tumour, Blindness, Cancer, Cardiac arrest, Cardiomyopathy, Coma, Coronary artery by pass grafts, Creutzfeldt Jakob disease (CJD), Deafness, Dementia, Encephalitis, Heart attack, Heart valve replacement or repair, HIV infection, Kidney failure, Liver failure, Loss of hand or foot, Loss of speech, Major organ transplant, Motor neurone disease, Multiple sclerosis, Multiple system atrophy, Open heart surgery, Paralysis of a limb, Parkinson's disease, Primary pulmonary hypertension, Progressive supranuclear palsy, Removal of an eyeball, Respiratory failure, Spinal Stroke, Stroke, Systemic lupus erythematosus, Third degree burns (covering 20% of the surface area of the body or 20% of the face or head), Total and Permanent Disability, Traumatic brain injury.

Specific Exclusions

As defined under the Specific Exclusions section of your membership premiums certificate.

Specified Work Tasks

Walking (the ability to walk more than 200 metres on a level surface), Climbing (the ability to climb up a flight of 12 stairs and down again, using the handrail if needed), Lifting (the ability to pick up an object weighing 2kg at table height and hold for 60 seconds before replacing the object on the table), Bending (the ability to bend or kneel to touch the floor and straighten up again), Getting in and out of a car (the ability to get into a standard saloon car, and out again), Writing (the manual dexterity to write legibly using a pen or pencil, or type using a desktop personal computer keyboard).

Sum Assured

The amount of cover, as shown on your membership premiums certificate.

Total and Permanent Disability

Loss of physical or mental ability, due to an illness or injury, to do either your own occupation or at least three of the six specified work tasks ever again.

You and your

The policyholder(s) of the policy who is/are legally entitled to receive the sum assured as shown on your membership premiums certificate



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