

Life Insurance.

Insurance Details

www.lifecareinsurancehub.com





Contents

Welcome to Lifecare

Section A Your insurance

- A1 How does Life Insurance work?
- A2 How does Critical 3 work?
- A3 When Lifecare will not pay

Section B Managing your insurance

- B1 Making Lifecare payments
- B2 Changes to your personal details
- B3 Changing your insurance
- B4 Claiming on your insurance

Section C General terms and conditions

- C1 Cancelling your insurance
- C2 Surrender value
- C3 Inflation
- C4 Interest
- C5 Data protection
- C6 Taxation, laws and regulations
- C7 Contract
- C8 Misstatement of age
- C9 Complaints
- C10 If Lifecare cannot meet its liabilities
- C11 Assignment
- C12 Rights of third parties
- C13 Disclosure confirmation and verification
- C14 Economic sanctions
- C15 Restricted persons

Section D Definitions



Section A Your insurance

A1 How does Life Insurance work?

When Lifecare will pay

Life insurance provides financial support in case the policyholder passes away or is diagnosed with a terminal illness during the policy period. If the policy is joint, the pay-out will occur only once. The policy will end after a claim is paid out.

How much Lifecare will pay

Lifecare offers two types of Life Insurance policies - level and decreasing. A level policy pays a fixed amount, while under a decreasing policy, the pay-out amount reduces every month based on the outstanding capital of a repayment mortgage at an annual interest rate of 8%. This decrease continues until the policy amount reaches zero at the end of the policy duration.

A2 How does Critical 3 work?

Your Insurance Summary will confirm whether or not you have Critical 3 coverage.

When Lifecare will pay

Lifecare will pay out Critical 3 coverage if a policyholder is diagnosed with a specific critical illness and survives for 14 days, but the coverage will end if a claim is paid or under joint life insurance, it pays only once. The Life Insurance policy will continue if the Critical 3 coverage ends, with the condition that the policyholder continues making monthly payments. It's important to remember that Critical 3 coverage will also end if a claim is paid for Life Insurance.

How much Lifecare will pay

Lifecare will pay the fixed Critical 3 amount stated in your Insurance Summary, which remains constant throughout the policy duration. Even if you choose a decreasing Life Insurance policy, the Critical 3 amount will not decrease and will stay the same.

Critical illness definitions

Critical 3 coverage insures specific critical illnesses and requires an exact diagnosis from a consultant. You must survive for 14 days after diagnosis to claim the amount specified in your insurance. If you die from a critical illness within 14 days of diagnosis, only the Life Insurance amount will be paid.

Cancer – excluding less advanced cases

A malignant tumor is a cancerous growth that has been confirmed through histological diagnosis and is characterized by uncontrolled cell growth and invasion of tissue. The term encompasses various types of cancers.



Leukaemia;

- Sarcoma; and
- Lymphoma (except cutaneous lymphoma - lymphoma confined to the skin).

The following are not covered:

- All cancers which are histologically classified as any of the following:
 - pre-malignant;
 - non-invasive;
 - cancer in situ;
 - having borderline malignancy; or
 - having low malignant potential;
- Skin cancer (melanoma) limited to the outer layer of the skin.
- Non-melanoma skin cancer (including cutaneous lymphoma) that has not spread to lymph nodes or other organs.
- Prostate tumours are covered unless they have a Gleason score of 7 or higher or have progressed to at least TNM classification T2bN0M0.

Heart attack - of specified severity

- Myocardial infarction resulting from insufficient blood supply to the heart muscle, with accompanying evidence of acute heart damage.
- The characteristic rise of cardiac enzymes or Troponins; and New ECG changes or diagnostic image findings indicating a heart attack.

The following are excluded from the above definition:

- Other acute coronary syndromes; and
- Angina without myocardial infarction.

Stroke - of specified severity

Death of brain tissue due to inadequate blood supply or haemorrhage within the skull resulting in evidence of stroke.

- A neurological deficit with continuing clinical symptoms lasting for a minimum of 24 hours.
- The presence of clear and undeniable evidence of tissue death or bleeding in the brain as seen on a medical imaging test.

Not covered are:

- Transient ischemic attacks.
- Death of tissue of the optic nerve or retina, also known as eye stroke.

A3 When Lifecare will not pay

Lifecare will not pay out Life Insurance or Critical 3 amount if medical evidence is not provided, false information is given, diagnosis doesn't meet their definition, or if the policy is cancelled due to non-payment. Any fraudulent or misleading information will result in cancellation of the policy and repayment of any paid amount.



Lifecare won't pay Life Insurance or Critical 3 amount if:

- Medical or other evidence isn't provided.
- providing false information on the application deliberately
- The Critical 3 or terminal illness do not meet Life care's definition or not surviving a certain period after diagnosis (14 days).
- Terminal illness claim isn't submitted in time before the insurance ended.
- Insurance is inactive or not paid.
- Self-inflicted death in the first year or after restarting It's important to provide true and complete information.
- You must provide truthful and accurate information to Lifecare. Providing fraudulent, misleading, or deliberately untrue information leading to the cancellation of your insurance.
- If your insurance is cancelled, Lifecare will not pay any Life Insurance or Critical 3 amount and any amount already paid must be immediately repaid.
- Monthly payments made for the insurance will not be returned if your insurance is cancelled due to providing false information.

Section B

Insurance administration

B1 Making Lifecare payments

Lifecare will collect the first monthly payment via Direct Debit in GBP from a UK bank account on or after the insurance start date. The following payments will be collected on a date you choose between the 1st and 28th of the month. Payment is required monthly for the entire insurance period. If the payment date falls on a weekend or bank holiday, it will be collected on the next working day.

What happens if you fail to make your monthly payment?

Failure to make a monthly payment within 30 days after the due date will result in cancellation of your insurance, which will be notified to you in writing by Lifecare.

Restarting your insurance

You can request to restart your insurance within six months of the first missed payment by paying any outstanding amounts and meeting Lifecare's requirements. Lifecare may choose not to restart your insurance in certain situations, and they will explain their decision.

When the amount you pay may vary

Your insurance amount will only change if you modify your insurance, make a successful Critical 3 claim, your insurance becomes taxable, or the information you provided in your application is incorrect.

B2 Changes to your personal details

You should tell Lifecare if you change:

- your name.
- your contact details (postal address, telephone number, email address); or



- your bank account.

To confirm your identity, we will ask for your reference number and some questions when you contact us.

B3 Changing your insurance

This section outlines how to modify your insurance. Lifecare will send written confirmation after processing your request for any changes to your insurance.

1. Decreasing the Life Insurance or Critical 3 amount

You are allowed to lower the Life Insurance or Critical 3 amount at any time, provided that the new amount does not go below the minimum allowed.

2. Shortening the duration of your insurance

You can decrease the duration of your insurance as much as you want, but it can't be lower than the minimum duration, and the amount you pay can't fall below the minimum level. Any reduction will apply to both your Life Insurance and Critical 3, if included, which will always be the same duration.

3. Converting a joint life insurance policy to one or two single life insurance policies

You can switch your joint life insurance to one or two single life insurance policies, with the total amount not exceeding 100% of the original insurance. This can only be done within six months of separating and obtaining new mortgages, and no later than three years before the insurance ends. Both parties must agree to the change and provide evidence of separation and new mortgages.

4. Removal of Critical 3 from your insurance policy

You can remove Critical 3 from your insurance anytime, which will decrease your monthly payment while keeping your Life Insurance. However, once removed, Critical 3 cannot be added back later.

5. What effect these changes have on the cost of your insurance

Changing your insurance may affect your monthly payments, and you can contact Lifecare to know more about the potential changes.

B4 Claiming on your insurance

To make a claim, contact Lifecare as soon as possible. You can call our Claims Team, email us, or write to us. Phone lines are open Monday to Friday, 9:00am to 5:00pm, except bank holidays. Lifecare will stop collecting monthly payments for a death claim but will continue collecting for a terminal illness or critical illness claim. Failure to provide requested evidence or inaccurate/incomplete information may result in a declined claim. Lifecare will cover the reasonable cost of medical reports or evidence requested.



Geographical limitations

Lifecare allows critical and terminal illness claims from anywhere in the world, but the consultant must be in an eligible country. Death claims can be made from any location. If the claim falls outside geographical restrictions, Lifecare may consider it if they can obtain reliable information to assess it.

Support during a claim

If Lifecare approves a valid claim, they may pay up to £300 for services that support you or your family, such as physiotherapy or counselling, but Lifecare needs to approve the services and their cost before they are used. This payment won't affect the amount of your Life Insurance or Critical 3.

Who the Life Insurance amount and Critical 3 amount will be paid to

This is how the Life Insurance and Critical 3 amounts will be paid out:

- Lifecare will determine who is legally entitled to receive the payment based on the circumstances and nature of the claim.
- If you've passed away, the Life Insurance amount will typically be paid to your personal representatives who need to provide the necessary documentation.
- If you've assigned the payment to someone else, Lifecare will pay the assignee(s) upon receipt of the original deed of assignment or transfer.
- If the insurance is held in a trust, the trustee(s) will receive the payment and distribute it according to the trust's terms. The trustee(s) must provide the original Trust Deed and any deeds altering the trust for Lifecare to pay the claim, and Lifecare will return the documents when the claim is paid.

How Lifecare pays your Life Insurance amount or Critical 3 amount

Lifecare will pay out Life Insurance or Critical 3 benefits in pounds sterling via direct credit to a designated UK bank account. Recipients wishing to receive the pay-out outside the UK will need to make their own arrangements at their expense and assume currency exchange risk.

Section C

General terms and conditions

C1 Cancelling your insurance

Making payments to Lifecare

You can cancel your insurance within 30 days of starting and receive a refund, except for any claims paid. After 30 days, you can still cancel at any time but won't receive a refund for payments made. Cancelling Life Insurance also cancels Critical 3 if included.

C2 Surrender value

Your insurance has no cash value at any time.

C3 Inflation

Inflation may decrease the value of the money received.



C4 Interest

Lifecare will pay interest at the Bank of England base rate if they make a claim payment more than eight weeks after receiving all necessary information.

C5 Data protection

information, including sensitive health data, to provide services and operate its business. Lifecare will rely on your consent or legal justifications, such as complying with regulations or having a legitimate interest, to collect your personal information. Personal information pertains to individuals, including their family members, and should be shared with their permission.

Personal information Lifecare collects

Personal information Lifecare may collect about you includes:

- General identification and contact information.
- Family health details.
- Sensitive information such as health and lifestyle details.
- Other sensitive information such as racial/ethnic origin, religious or other beliefs, sexual life, criminal proceedings – outcomes and sentences, offences/alleged offences.
- Financial details: bank account details and other financial information.

How Lifecare uses your personal information

Lifecare may use personal information to make decisions about insurance, administer policies, detect and prevent crime, conduct market research, and comply with laws. Automated decision-making may be used in some cases, such as determining eligibility for insurance or monthly payments. Lifecare will send important service and administration communications that cannot be opted out of.

Where we get your information and how we use it

The process of gathering and disclosing information

Lifecare can obtain personal information about you from various sources, such as your doctor. They may share your personal information with different parties, including reinsurers, external service providers, legal and regulatory bodies, law enforcement agencies, and other insurance companies or organizations. Lifecare may also share limited information about you with UK Insurance Business Solutions (UKIBS) for statistical purposes, preventing duplicate communications, and as per UKIBS's legitimate interests. However, Lifecare won't share your information for marketing purposes without your consent.

Security of personal information

Lifecare uses appropriate technical and physical security measures to ensure the safety and security of personal information. Third-party service providers are carefully selected and required to use appropriate security measures to protect the confidentiality and security of personal information.



Your rights

As an individual, you have certain rights related to the use of your personal information by Lifecare, as per data protection laws. These rights include the right to access, correct, erase, or restrict the use of your data, as well as the right to transfer your data to another organization, object to Lifecare's use of your data, request human involvement in automated decisions, withdraw consent, and make a complaint to the data protection regulator. Lifecare's Privacy Policy provides more information on these rights and how to exercise them.

C6 Taxation, laws and regulations

The contract between the policyholder and Lifecare will be governed by the laws of England, Scotland and Wales. The pay-out from the insurance is typically free from income tax and capital gains tax for UK residents, but professional advice should be sought before any changes are made to the ownership of the policy or if setting up a trust. If the insurance is held in trust, there may be an inheritance tax charge. Claimants outside the UK may be subject to additional taxation. Lifecare may change the terms and conditions of the insurance policy in response to changes in tax laws or state benefits.

C7 Contract

The contract between you and Lifecare includes all information you provide in your application, these terms and conditions, and any additional terms and conditions provided in your Insurance Summary. This contract represents the entire agreement between you and Lifecare and supersedes any previous agreements or understandings between the parties. In case of a conflict between these terms and your Insurance Summary, the terms in your Insurance Summary take precedence. If any provision of the Insurance Summary is found to be invalid or unenforceable, it will be deleted, and the validity of the other provisions will not be affected.

C8 Misstatement of age

Incorrect information about your date of birth provided after purchasing insurance may result in changes to your insurance amount or cancellation of the policy. It may also impact medical evidence and result in non-payment of claims or reduced insurance amounts.

C9 Complaints

If you have a complaint about your insurance, you can contact Lifecare's Complaints team by phone or email. They will try to resolve your complaint as quickly as possible and keep you updated. If they can't resolve it to your satisfaction, you can refer your complaint to the Financial Ombudsman Service, an independent service that helps settle disputes between consumers and financial firms. The service is free, and if the ombudsman finds that Lifecare has acted wrongly and you have suffered a loss as a result, they will tell Lifecare how to put things right and whether compensation is required.

If someone makes a complaint, Lifecare will provide them with a leaflet about the Financial Ombudsman Service, which can settle disputes between consumers and



financial firms. The Ombudsman is independent and can decide if Lifecare has acted wrongly and order them to put things right and pay compensation. The contact information for the Ombudsman is provided, including a website and email. A complaint will not affect the right to take legal action. For complaints about online insurance purchases, consumers can use the European Commission's Online Dispute Resolution platform or contact Lifecare's complaints team.

C10 If Lifecare cannot meet its liabilities

The Financial Services Compensation Scheme (FSCS) pays compensation to customers of firms that are unable to pay claims. The FSCS will first try to arrange for your insurance to be maintained, and if that is not possible, they will provide compensation. Most of Lifecare's customers are covered by the FSCS. The amount of compensation you can claim depends on the circumstances of your claim, and there is no upper financial limit. For more information, visit the FSCS website or contact them directly. Please note that the FSCS rules may change in the future.

C11 Assignment

If you transfer this insurance or any of your legal rights to someone else, including trustees of a trust, you need to inform Lifecare when making a claim by sending a notice to their address. This could happen if you are using your insurance as security for a loan.

C12 Rights of third parties

The Contracts (Right of Third Parties) Act 1999 does not allow any person who is not a party to this contract to enforce any of its terms. However, this does not affect any right or remedy of a third party that may exist outside of the Act. The contract is between you and Lifecare.

C13 Disclosure confirmation and verification

When applying for insurance, you must provide honest and accurate information about your health and personal circumstances. You should inform Lifecare immediately if any information is incorrect. Your answers are confidential and will not be disclosed without your permission. If you do not provide full and honest answers, Lifecare may refuse any future claim. Lifecare may perform a disclosure check by obtaining a report from your doctor or performing data checks. You must give permission for Lifecare to contact your doctor if required. Failure to respond to any requests for information may result in cancellation of your insurance.

C14 Economic sanctions

Lifecare will not be liable to provide insurance, including claims or payments, if economic sanctions prevent them or their parent company from dealing with you. Economic sanctions can prohibit fund transfers, freeze assets of governments or individuals, and change over time. If you or a third party covered by your insurance are subject to sanctions, Lifecare may not be able to provide coverage.



C15 Restricted persons

If you are a member of a terrorist group or involved in selling nuclear, chemical or biological weapons, or trafficking narcotics, you will not be covered by this insurance for any losses, expenses or injuries incurred directly or indirectly.

Section D

Definitions

The definitions of the terms used in this document are provided below (these definitions are not case sensitive).

Application Details

A copy of everything you submitted in your application.

If the information in the report is incorrect, Lifecare must be notified immediately.

Your application details are incorrect, which may have an impact on your insurance.

Assignee

A system for processing direct debits and direct credits electronically.

Claimant

The person(s) who are legally entitled to the payment under your insurance policy. This could be you, the trustee(s), acting on behalf of the trust and for the benefit of the trust's beneficiaries, assignee(s), or personal representatives.

Consultant

The doctor who can provide medical advice for your claim should be a specialist in the relevant area and employed at a hospital in an eligible country. The diagnoses made by the doctor will be reviewed by Lifecare's Consultant Medical Officer for confirmation.

Critical 3

Critical 3 is an extra feature that can be added to Life Insurance at the time of purchase, covering three defined critical illnesses for an additional fee. This option cannot be added once the insurance has started, and the Insurance Summary will indicate whether Critical 3 is included.

Critical 3 amount

An illness that:

- is insured under section A2;
- meets Lifecare's definition of that critical illness in section A2;
- is the first and unequivocal diagnosis of the illness; and
- is confirmed by lifecare's Consultant Medical Officer.

Inflation

Inflation is a phenomenon where prices of goods and services increase over time. If inflation goes up, the actual worth of the money you receive from your insurance may decrease, resulting in a lower purchasing power.



Insurance

You have an insurance policy with Lifecare. This includes your Life Insurance and, if your policy includes it, your Critical 3.

Insurance Summary

This is a document provided by Lifecare after agreeing to provide insurance that outlines the specifics of the insurance coverage, any special terms or conditions, and the flexibility to make changes in the future.

Joint life insurance

Insurance for two people where a claim is payable once.

Laws

The law of England, Scotland, and Wales.

Life Insurance amount

The money Lifecare would pay for a successful claim if you die or are diagnosed with a terminal illness.

Monthly payment

The amount you pay each month to Lifecare for your insurance.

Neurological deficit with persisting clinical symptoms lasting at least 24 hours

This refers to symptoms related to dysfunction of the nervous system, which can be observed during a clinical examination and are expected to persist for at least 24 hours.

Symptoms that are covered include:

- numbness;
- hyperaesthesia (increased sensitivity);
- paralysis;
- localised weakness;
- dysarthria (difficulty with speech);
- aphasia (inability to speak);
- dysphagia (difficulty in swallowing);
- visual impairment;
- difficulty in walking;
- lack of co-ordination;
- tremor;
- seizures;
- dementia;
- delirium; and
- coma.

The insurance policy does not cover the following: abnormalities without related clinical symptoms, neurological signs without symptomatic abnormality, and psychological/psychiatric symptoms.

Parent Company

The legal entity that owns or controls Lifecare in accordance with the laws of the jurisdiction in which the legal entity resides.



Resident

To be considered a resident, you must have indefinite leave to remain in the UK, be an EU/EEA national with settled status, or have lived in the UK for the past 12 months and plan to continue to live there permanently.

Single life insurance

Insurance for one person.

State Benefits

A payment made by the government of the state where the claimant resides.

Terminal illness

A claim for terminal illness is possible when diagnosed by a consultant, which satisfies that the illness has no known cure or has progressed beyond cure and is expected to lead to death within 12 months. The claim can be made at any time up to the day the insurance ends, provided it is submitted while the insurance is still active.

Trustee

This refers to a person or group who legally owns and manages the trust assets, including the insurance and its proceeds, and has the power to handle them as per the trust's terms and legal responsibilities.

UK

The United Kingdom consisting of England, Wales, Scotland, and Northern Ireland.

Contact us

Phone:

0800 123 4567 (toll-free)

Email:

Lifecareinsurancehub@outlook.com

Info@lifecareinsurancehub.com

Address:

123 Main Street, London, UK SW1A 2AA

Hours of operation:

Monday to Friday, 9am to 5pm GMT

You can also send any inquiries through chat online to get your answer very quickly.