

Over 50s Life Insurance

Insurance Details

www.lifecareinsurancehub.com





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This is the Insurance Details pamphlet.

It describes the operation of your Over 50s Life Insurance.

Please read this carefully and store it safely. Your contract with Lifecare is comprised of your Insurance Details and Insurance Summary.

If something is unclear or you have any problems, please contact Lifecare at 0800 123 4567.

If you are calling from outside the United Kingdom, please dial +44 106 603 475.

The terminology used in the Insurance Details

'You' or 'your' refers to the policyholder, anyone insured or identified under this insurance, or anyone legally entitled to the policy, as applicable.

Unless a different interpretation is stated in a specific paragraph of this document. Keep an eye out for words in **bold**. Section E explains all of this.

Organizing your insurance

A1 Who is eligible for Over 50s Life Insurance?

When you apply for your **insurance**, you must be **resident** in the **UK**.

A2 What is the maximum amount for which I can be insured?

There is a limit to how many Over 50s Life Insurance policies you can buy from Lifecare.

The total **insurance sum** for all Over 50s Life Insurance policies you carry with Lifecare is limited to £15,000.

If you exceed this limit, your claim pay-out may be reduced or denied.

If Lifecare later determines that the maximum amount has been exceeded, they have the right to cancel or change any policies that exceed this limit, as well as reimburse any **monthly payments** you've made.

Section B

Your insurance

B1 Over 50s Life Insurance

What Lifecare will pay and when

If you die after your **policy** has been **in effect** for first year, Lifecare will pay **the amount** listed on your **policy's schedule**.

If you die as a result of an **accident** before the policy's first anniversary date, Lifecare will pay **the amount** specified in the **policy schedule**.

If the life insured dies for reasons other than an accident before the policy's first anniversary date, Lifecare will pay **an amount** equal to **the premiums** you've paid.



Your **insurance** coverage will expire once Lifecare has paid the **insurance amount**.

When Lifecare will not pay

Lifecare will not pay out your **insurance** if any of the following conditions apply:

- you or your personal representatives do not have insurance.
- If the accidental death happens outside the UK, Europe, the United States, Canada, Australia, or New Zealand.
- Lifecare discovers that you purposefully provided inaccurate, incomplete, or false information on your application, which would have influenced their decision to offer you **insurance**.
- you fail to make your **monthly payments** and do not qualify for a **protected insurance amount**.
- your death occurs directly or indirectly as a result of any of the following within the first year of your **insurance**:
 - intentional self-inflicted injury, including suicide
 - alcohol or drug misuse
 - taking part in a criminal act
 - flying except as a paying passenger on a commercial airline
 - hazardous pursuits.

It is critical that you supply Lifecare with genuine, accurate, and complete information.

If any of the information you supply to Lifecare is inaccurate,

- your **insurance** will be cancelled.
- Lifecare will not pay any **insurance amount**.
- any insurance amount that has already been paid under this **insurance** must be repaid immediately.
- any **monthly payments** you have made for your insurance will not be returned.



Section C

Managing your insurance

C1 Paying for your insurance.

Making payments to Lifecare

Your first **monthly payment** will be collected by Lifecare via Direct Debit (using the **BACS** system) on or shortly after the start date of your **insurance**. The Straightforward Debit payments must be made in sterling and from a **UK** bank account.

Following the collection of your initial payment, regular payments will be collected on the same date each month. You can select a date between the 1st and 28th of the month that works for you. You will make **monthly payments** until you reach your 90th birthday or die, whichever comes first.

Your **monthly payment** will be collected on the next working day if the collection date falls on a weekend or bank holiday.

What happens if you fail to make your monthly payment?

If you miss a payment and do not make up the difference within 30 days, your **insurance** will be revoked, unless you qualify for **the protected insurance amount**. Lifecare will notify you in writing that your **insurance** has been cancelled.

When the amount you pay may vary

Your **monthly payment** will only alter if:

- your **insurance** gets taxed.
- you lied about your age (see section D8).

C2 Changes to your personal information

If you alter your name, contact information (postal address, phone number, email address), or bank account, you must notify Lifecare.

When you call Lifecare, they will ask for your reference number. They will also quiz you to establish your identification.

C3 Making an insurance claim

When to claim

The person claiming should contact Lifecare as soon as possible.

How to make a claim

The person claiming can:

- phone Lifecare's Claims Team on 0800 123 4566. If calling from outside the **UK**, please call +44 106 603 474;



- email claimsteam at: info@lifecareinsurancehub.com
- write to Claims Team, Lifecare Life Limited, PO Box 520, 123 Main Street, London, UK, SW1A 2AA

Lifecare's phone lines are open Monday to Friday, 9:00am to 5.00pm except bank holidays.

To make sure there is a record of any instructions given, calls may be monitored or recorded.

If the claimant fails to produce the evidence requested by Lifecare, or if the information provided is erroneous or insufficient, Lifecare maintains the right to deny the claim. Lifecare will cover the fair cost of any medical reports or proof requested.

Who will receive the insurance pay-out?

The **insurance pay-out** will be made to the person who is legally entitled to it. This is determined by the type of the claim, the circumstances at the time, and whether your **insurance** has been assigned or written into trust.

Lifecare will establish and confirm who is legally entitled to receive the **insurance amount** while a claim is being assessed.

The insurance proceeds are usually distributed to your personal representatives. Before Lifecare may pay any **insurance sum** to personal representatives, they must provide the original Grant of Representation, Letters of Administration, or Confirmation.

The insurance will be paid to the assignee if you have ordered Lifecare to pay the **insurance sum** to someone else via a deed of assignment or transfer. Before Lifecare can pay any **insurance** payment to the **assignee(s)**, they must give Lifecare the original deed of assignment or transfer.

If the **insurance** is held in trust, the proceeds will be distributed to the **trustee(s)**. The **trustee(s)** must then transfer the funds to the designated beneficiaries in accordance with the rules of the trust.

Before Lifecare may pay any **insurance money** to them, the Trustee(s) must deliver Lifecare the original Trust Deed and any deeds amending the trust. When Lifecare pays the claim, they will return these.

How Lifecare pays your insurance amount

Your **insurance amount** will be paid in pounds sterling by direct credit (through the **BACS** system) into a **UK** bank account designated by the **assignee(s)**, **trustee(s)**, or personal representative.

If the **claimant** intends to receive the **insurance amount** outside of the **UK**, arrangements for a transfer from the **claimant's UK** bank account must be completed at the claimant's expense, and the **claimant** will be responsible for any difference owing to currency exchange rates.



Section D

General terms and conditions

D1 Cancelling your insurance

When your **insurance** begins, you will be emailed information on your ability to cancel your **insurance**. You have 30 minutes.

You have 30 days from the date you receive this information to complete this task. If you cancel within 30 days, all **monthly payments** you have made will be reimbursed, unless your insurance has already paid a claim.

If you do not cancel within this time frame, your **insurance** will continue **in effect** as described in your **Insurance Summary**.

You can cancel your **insurance** at any time.

When you tell Lifecare to cancel your **insurance**, it will expire the day before your next **monthly payment** is due. Any payments received prior to this date will not be reimbursed.

If you cancel your **insurance** after making at least half of **the required monthly payments**, you will be eligible for the **protected insurance amount**, and a reduced **insurance amount** will be paid when you die.

If you cancel your **insurance** after 30 days and have made less than half of the **monthly payments**, your coverage will stop the day before your next **monthly payment** is due, and you will not be reimbursed.

D2 Surrender value

Your **insurance** has no surrender value at any time.

D3 Inflation

Because of the impacts of **inflation**, the purchasing power of the money handed out may be lowered in real terms.

D4 Interest

If Lifecare makes a payment more than eight weeks after receiving all of the relevant paperwork, they will be charged interest on the outstanding amount.

amount from the day payment should have started. This will be based on the Bank of England's base rate.

D5 Data protection

Lifecare is dedicated to safeguarding the privacy of its customers, claims, and other business relationships.



Lifecare will collect, use, and disclose your personal information, including sensitive personal data (health information), in order to provide products and services and manage their company.

Where they do this, they will rely on your consent or a combination of the following justifications: performing or preparing to perform a contract with you; complying with regulatory requirements; or having a legitimate interest in requesting your personal information.

Personal information identifies and relates to you or other individuals (for example, your partner or other family members). If you supply personal information about another person, you must inform that person about the contents of this notice and our Privacy Policy and acquire their consent (where possible) to share that person's personal information with Lifecare.

Personal information Lifecare collects

Personal information Lifecare may collect about you includes:

- General identification and contact information;
- Family 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; and
- Financial details: bank account details and other financial information

How Lifecare uses your personal information

Lifecare may use the personal information you supply to:

- Determine whether or not to offer you with **insurance**;
- Detect, investigate, and prevent crime, including fraud and money laundering;
- Conduct market research and analysis
- Comply with applicable laws and regulatory obligations (including those outside your country of residence).

As part of Lifecare's business operations, decisions regarding you are sometimes made using automated computer software and processes. These decisions are made without the involvement of humans. Lifecare, for example, uses computerized decision making to establish your insurance coverage and monthly premium.

Lifecare will send you crucial service and administration emails about the services they provide to you that you cannot opt out of.



Where Lifecare may get personal information from

Lifecare may get personal information from you or from other sources, for instance your doctor. Who Lifecare will share personal information with.

Lifecare may share personal information about you with certain identified third parties for the purposes indicated in 'How Lifecare uses your personal information.'

These third parties are as follows:

- Reinsurers (a list of these reinsurers can be provided upon request);
- External third-party service providers (including medical screening service providers);
- Your own doctor and other medical consultants;
- Legal and regulatory bodies;
- Law enforcement and fraud prevention agencies; and
- Other insurance companies or organizations.

Please refer to privacy policy to understand exactly what we do.

Personal data transfer internationally

Because of the global nature of Lifecare's business, personal information may be transferred to parties in other countries (including the United States, China, Mexico, Malaysia, the Philippines, and Bermuda) with data protection regimes that differ from those in your home country, including countries that the European Commission has determined do not provide adequate protection for personal information.

Lifecare will take steps to ensure that your personal information is adequately protected and transferred in compliance with data protection law when undertaking these transfers.

Security of personal information

To keep your personal information safe and secure, appropriate technical and physical security measures are utilized.

When Lifecare offers If a company discloses personal information to a third party (including its service providers) or hires a third party to collect personal information on their behalf, the third party will be carefully selected and required to use appropriate security measures to protect the confidentiality and security of personal information.

Your rights

In connection with Lifecare's use of your personal information, you have a number of rights under data protection law. These rights are limited to apply in specific circumstances and are subject to certain exemptions. These rights may include the ability to access personal information, the ability to correct faulty data, the ability to remove data, or the ability to halt Lifecare's use of data. These rights may also include the ability to transfer your data to another



organization, the ability to object to Lifecare's use of your personal information, the ability to request that certain automated decisions made by Lifecare be reviewed by a human, the ability to withdraw consent, and the ability to file a complaint with the data protection regulator.

More information about your rights and how to exercise them can be found in Lifecare's Privacy Policy.

D6 Taxation, laws and regulations

This contract between you and Lifecare, as well as any dispute or claim arising out of or in connection with it or its subject matter or application.

The **Laws** shall govern and be construed in all aspects of formation (including non-contractual disputes or claims). By entering into this contract, you and Lifecare agree to submit to the exclusive jurisdiction of the English, Scotland, and Welsh courts in the event of a dispute between you and Lifecare Life Limited. **Laws** may change in the future, and Lifecare is not liable for any information provided or changes in tax regulations or legislation.

For **UK** citizens, the money paid out from your **insurance** is usually exempt from Income Tax and Capital Gains Tax. If the legislation changes, this may change.

Before undertaking any form of assignment or change of ownership, seek professional advice.

Lifecare cannot advise whether a trust is appropriate in any particular case or provide tax advice regarding the use of trusts. Before establishing a trust, it is essential that you seek expert counsel.

Insurance held in trust should not typically be included in your estate for Inheritance Tax reasons. When your **insurance sum** is paid out of a trust (known as 'exit charges') or on the tenth anniversary of the trust's inception (known as 'periodic charges,' there is a potential Inheritance Tax levy. This only applies to **UK** residents.

Claimant(s) who are outside of the **UK** when an insurance payment is made may be liable to additional taxation in their home country. For clarification, please contact your tax consultant or a local tax inspector.

If tax and other **laws**, or **State Benefits**, change, Lifecare may amend the terms and conditions set out in your **policy** documentation to comply with these **laws**.

D7 Contract

The contract between you and Lifecare Life Limited includes:

- whatever information you submit in your application
- these terms and conditions, which Lifecare may amend from time to time;
- any additional terms and conditions detailed in your **Insurance Summary**, which Lifecare sends when your **insurance** begins; and



- any additional terms and conditions detailed in any subsequent **Insurance Summary**.

The contract described above between you and Lifecare Life Limited constitutes the parties' entire agreement and understanding and supersedes and extinguishes all previous drafts, agreements, arrangements, and understandings between them, whether written or oral, relating to its subject matter. If any of these terms contradict with any of the terms in your **Insurance Summary**, the terms in your **Insurance Summary** will take precedence.

If a court determines that any provision of the **Insurance Summary** or any other document embodying the contract between you and Lifecare Life Limited (or part thereof) is invalid, illegal, or unenforceable, that provision or part-provision shall be deemed to be deleted to the extent necessary, and the validity and enforceability of the other provisions of the Insurance Summary or any other document embodying the contract between you and Lifecare Life Limited shall not be affected.

D8 Misstatement of age

If Lifecare discovers that you have a different date of birth than the one you initially reported, this will have an impact on your **policy**.

your **insurance amount** or your **monthly payment**. This may affect your right to **insurance** in some situations, and your insurance may be revoked.

D9 Complaints

If you or anyone to whom your **insurance** has been allocated has a problem, they can contact Lifecare's Complaints Unit at 0800

Call 800 6712 or send an email to complaints.lclife@outlook.com

Lifecare will make every effort to handle complaints as fast as feasible. If they are unable to remedy the issue immediately, they will recognize it in writing and provide frequent updates until it is rectified. Lifecare is dedicated to resolving problems through their internal complaint procedures. If a problem cannot be handled to your satisfaction, you may be entitled to file a complaint with the Financial Ombudsman Service.

The Financial Ombudsman Service mediates conflicts between consumers and financial institutions. Their service is completely free and independent. They can evaluate whether Lifecare acted incorrectly and whether the complainant suffered a loss as a result. If this is the case, they will advise Lifecare on how to make things right and whether they must pay compensation.

You can contact the Financial Ombudsman Service at the following address: Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR.

Calls to 0800 023 4567 are free on mobile phones and landlines, and calls to 0300 123 9123 are no more expensive than calls to 01 and 02 numbers. If you are calling from outside the **United Kingdom**, please dial +44 20 7964 0500.



Email:

complaint.info@financial-ombudsman.org.uk

Website: Financial-ombudsman.org.uk.

If you file a complaint, it will not limit your ability to pursue legal action.

Online distribution resolution

If you wish to complain about your **insurance** that you purchased online, you may be able to use the European Commission's Online Dispute Resolution platform, which can be found at:

<http://ec.europa.eu/consumers/odr/>

Alternatively, please contact Lifecare's complaints team by email: complaints@lclife.co.uk

D10 If Lifecare cannot meet its liabilities

The Financial Services Compensation Scheme (FSCS) is intended to pay compensation if a company is unable to pay claims because it has ceased operations or been declared in default.

Before considering compensation, the FSCS will first check if they can arrange for the continuation of your present **insurance**. They may arrange for the transfer of your insurance to another insurer or offer you with new **insurance**. If this is not achievable, the FSCS seeks to compensate.

The FSCS protects the majority of Lifecare's customers, including most individuals and small businesses.

The exact facts of your claim will determine whether you can claim and how much you can claim. The FSCS will pay the full amount of the claim. There is no upper financial restriction on the payment amount.

Visit fscs.org.uk for additional information about the FSCS, including qualifying requirements. You can also write to the Financial Services Compensation Scheme at the following address: Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU.

Call 0800 678 1100 or 020 7741 4100.

If you are calling from outside the **United Kingdom**, please dial +44 20 7741 4100.

Contact us at enquiries@fscs.org.uk

Please keep in mind that the FSCS's rules may change in the future, or the FSCS may adopt a different approach in applying the above, depending on the circumstances.

D11 Assignment

If you assign or transfer this **insurance** or any of your legal rights under it to another person (including any assignment to the insurer),



When a claim is brought against Lifecare, the **trustee(s)** of the trust must be given notice of the assignment. This notice should be addressed to Lifecare Life Limited, PO Box 12010, Harlow CM20 9LG.

When you use your **insurance** as collateral for a loan, an assignment may occur.

D12 Rights of third parties

No term of this contract is enforceable under the Contracts (Right of Third Parties) Act 1999 by

a person who is not party to this contract. This does not affect any right or remedy of a third party which may exist or be available otherwise than under that Act.

You and Lifecare are the parties to the contract.

D13 Economic sanctions

If Lifecare is unable to provide you with insurance (including payment of a claim or any other payment), they will not be accountable or liable.

Any economic sanction that prevents them or their Parent Company (or their Parent Company's ultimate controlling entity) from engaging with you or providing your insurance prevents them from doing so.

Economic sanctions can range from restricting financial transfers to a sanctioned country to freezing the assets of a government, corporate entities, and citizens of a sanctioned country, or freezing the assets of specific persons or corporate entities.

This means that if you or any third party who has sustained a loss that would otherwise be covered by your insurance face an economic sanction, Lifecare may be unable to insure you.

D14 Restricted persons

If you are a member of a terrorist organization, your **insurance** will not cover any direct or indirect injury, loss, or expense.

narcotics trafficker, or supplier of nuclear, chemical or biological weapons.

Section E

Definitions

The terminologies used are defined further below.

across Life Insurance for People Over 50 (these definitions are unaffected by case).

Death by accident

Death within 30 days of an accident in which you were involved.

having suffered bodily harm as a result of a sudden,

recognizable occurrence caused by a forceful, external,



and apparent means that occur by happenstance and which was unexpected, as well as were the sole and exclusive cause of is bodily damage. Death that is not caused by illness or any other factor.

Active

Your insurance has begun, and your monthly payments have begun. Payments are current, and Lifecare has not sent to inform you that you are no longer insured.

Assignee

A person who is legally entitled to this insurance transferred.

BACS

A method for computer processing of Direct Debits and direct credits.

Claimant

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

Inflation

Inflation is defined as an increase in the overall level of pricing for goods and services over time.

As inflation increases, the real worth of the money supplied by your insurance may decrease since you can afford less with the same amount.

Insurance

Lifecare Life Limited provides this Over 50s Life Insurance.

Insurance Amount

The amount of money Lifecare would pay if your Over 50s Life Insurance claim was successful.

Insurance Summary

Lifecare will send you this document once they have decided to offer you insurance. It describes the specifics of your insurance.



If any of the information in your Insurance Summary is incorrect, you must notify Lifecare immediately since it may damage your insurance.

Laws

The legal system of England, Scotland and Wales.

Monthly Payment

The monthly payment you make to Lifecare Life Limited for your Over 50s Life Insurance.

The Parent Company

The legal entity that owns or controls Lifecare Life Limited according to the laws of the jurisdiction in which the legal entity resides.

Insurance coverage amount

This is the amount paid out if you cancel your insurance or cease making monthly payments.

when you die, providing you have made at least half of the monthly payments required from the start of your policy until your 90th birthday.

Resident

- If you have indefinite leave to remain in the **UK**, you are called a resident.
- You are an EU or EEA national who has settled in the **UK** permanently; or
- You have resided in the **UK** for the last 12 months, live there permanently, and will continue to do so.

State benefits

A payment made by the state government in where the **claimant** resides.

Trustee

A person, frequently a group, who becomes the legal owner of the trust assets (in this case, your **insurance** and its proceeds) and has the authority to deal with the trust assets in accordance with the provisions of the trust and the **legal** duties imposed.

UK

England, Wales, Scotland, and Northern Ireland make up the United Kingdom.



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.