



...about this Insurance Policy

## Policy Summary Columbus Direct Mortgage Payment Protection Insurance

Your Policy is underwritten by Certain Underwriters at Lloyd's.

Your Policy is administered by Collinson Insurance Services (Collinson Insurance Services is a trading name of Collinson Insurance Brokers Limited) on behalf of Underwriters.

Their address is: **Advertiser House, 19 Bartlett Street, South Croydon, Surrey. CR2 6TB**  
Their telephone number is: **0845 685 1162**  
Their email address is: **enquiries@collinsonis.com**

**This Policy Summary contains an outline of the cover and main exclusions. The full terms and conditions of this policy are set down in the certificate of insurance (also known as a Policy Document).**

### **WHO IS ELIGIBLE? (See Section 1 of your Policy Document)**

You are eligible to take out mortgage payment protection insurance if on the Start Date:-

- You are aged from 18 to 60 years inclusive, and;
- You are Working or are employed on a renewable fixed term contract of at least 13 weeks, and
- You are residing in the United Kingdom; and
- You are seeking to protect monthly mortgage repayments and additional costs up to a maximum of 110% of your monthly mortgage repayments in the event of Disability or Unemployment to the extent covered by this Policy.

You are not eligible for cover if: -

- You have not been with your current employer for at least 12 months, or
- You have been registered as Unemployed in the last 12 months, or
- You are aware of any impending Unemployment which may affect You, or
- You are Self Employed, or
- You are employed on a non-renewable fixed term contract or a renewable fixed term contract of less than 13 weeks, or
- You are in casual, temporary or seasonal Work.
- You are currently unable to attend Work due to a Disability (this does not apply if You are on maternity leave, paternity leave, adoption leave or parental leave).

### **COVER & BENEFITS (See Sections 5 and 8 of your Policy Document)**

#### **When will my benefit payments start, and for how long will you pay me?**

There are two levels of cover available:

- Accident and Sickness
- or
- Accident, Sickness and Unemployment

The level of cover that you have selected is shown on your Policy Schedule.

There are four Waiting Period options you can select. The Waiting period is the length of time you have to wait before you can make a claim and determines when the monthly benefit can be paid /received under this policy.

The Waiting Period that you have selected is shown on your Policy Schedule.

<b>Waiting Period</b>	<b>1st payment made</b>
Back to day one	Paid on day 31 of claim back to the 1st day
30 days	Paid on day 61 of claim back to the 31st day
60 days	Paid on day 91 of claim back to the 61st day
90 days	Paid on day 121 of claim back to the 91st day

Benefits will start to accrue from the first day of a claim after the end of the Waiting Period at the rate of 1/30th of the monthly benefit per day, being paid monthly in arrears.

- Claims will continue to be met at full calendar monthly intervals until you return to work, or have received the maximum number of monthly benefits payable (as shown in your Schedule) in respect of any one period of disability or unemployment. For part months at the end of a claim the plan will pay 1/30th of the monthly benefit for each eligible day.
- The first qualifying day of a claim for disability is the date on which you see a Doctor and are certified by them as being unable to work.
- Once a disability claim for a particular condition has been paid for the full duration of the monthly benefit period shown on your Schedule, there must be a period of at least six months full-time permanent work before a further claim for that condition can be admitted.
- Claims for the same condition which are not separated by a period of at least three months full-time permanent work will be considered one period of claim.
- Payment of benefits for Unemployment will only be made where you are:
  - in continuous receipt of Income Support, Job Seekers Allowance or You do not qualify for these benefits because You have been entitled to make reduced National Insurance contributions in the past;
  - actively seeking Work;
  - registered as available for Work at a Job Centre Plus or the Department of Health and Social Security in Northern Ireland;
  - entirely without Work;
  - not in receipt of wages in lieu of notice;

or You have ceased to work to become a full-time Carer for a member of Your Immediate Family and You are in receipt of Carer's Allowance.

Or You have temporarily ceased to work due to a bereavement in Your Immediate Family and you provide a death certificate and evidence from your employer that you are not attending work. A maximum of 3 monthly benefits is available if you cease to work due to a bereavement. No benefit will be payable to You if the death of Your Immediate Family member is due to any of the exclusions under Part 1. Disability Benefit.

- Unemployment for Contract Workers.
  - Claims for Unemployment where You have been employed on a renewable fixed term contract of at least 13 weeks and have been with the same employer for more than 2 consecutive years or have been on an annual contract which has been renewed will be covered if You are made Unemployed.
  - Claims for Unemployment where You have been employed on a renewable fixed term contract of at least 13 weeks with the same employer but for less than 2 years then We would pay benefit for the balance of Your contract term if terminated early.
- Once an Unemployment claim has been paid for the full duration of the monthly benefit period shown on your Schedule, there must be a period of at least six months full-time permanent work before a further Unemployment claim can be admitted.
- Claims for unemployment which are not separated by a period of at least three months full-time permanent work will be considered one period of claim.

## WHAT IS NOT COVERED? (EXCLUSIONS) (See Sections 5 and 6 of your Policy Document)

Accident & Sickness (Disability) Exclusions. No benefit will be payable to You if Your Disability:-

1. is due to You deliberately injuring Yourself;
2. is due to alcohol, solvent abuse or drugs (other than drugs taken under the direction of a Doctor or Consultant and not for the treatment of drug addiction);
3. arises from stress, anxiety or depression or any mental or nervous disorder unless a Consultant certifies that the condition prevents You from Working;
4. results directly or indirectly from a Pre-Existing Condition (but this exclusion will not apply to a Pre-Existing Condition if You have been free from its symptoms, and have not consulted any Doctor nor received any treatment for or in connection with it, for a two year period prior to Your claim);
5. is due to pregnancy, childbirth or abortion other than a medical complication which directly occurs as a result of Your pregnancy or pregnancy related conditions;
6. arises from medical operations or treatments which in the opinion of Our chief medical officer are not medically necessary, including cosmetic or beauty treatments;

Unemployment Exclusions. No benefit will be payable to You if: -

1. unemployment is known to be impending at the time of commencement of the insurance or within the first 120 days of cover.
2. Your Work is casual, seasonal or of a temporary nature;
3. You accept voluntary redundancy, resign or retire;
4. You are receiving any payments whatsoever in return for Work, whether under Contract Employment, Permanent Employment or Self Employment or not;
5. Your Unemployment occurs while You are Working outside the United Kingdom for a period intended by You to be more than 90 days - this clause will not apply if Your reason for leaving the United Kingdom is because You:-
  - a. Work for the British Armed Forces or;
  - b. Work as a Civil Servant in a British Embassy or Consulate.
6. You are made Unemployed from a Business where You can control the affairs of the Business You Work for because You or a relative or a member of Your household individually or jointly have a Controlling Interest in that Business.
7. You refuse any offer of reasonable alternative employment by Your employer, which based on Your qualifications, previous experience and the location of such employment it would have been reasonable for You to accept.
8. You knew You would need to become a full-time Carer on or before the Start Date or in Our reasonable opinion You should have known.

General Exclusions. No benefit will be payable in respect of Disability or Unemployment directly or indirectly arising as a result of:-

1. war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, civil commotion, riot, revolution or military or usurped power.
2. radioactive contamination from: -
  - a. ionising radiation or contamination from any nuclear fuel, or from any nuclear waste arising from burning nuclear fuel; or
  - b. the radioactive, toxic, explosive or other dangerous effect of any explosive nuclear equipment or part of that equipment;
3. biological or chemical contamination due to or arising from terrorism.

## MAKING CHANGES TO YOUR POLICY (See section 7 of your Policy Document)

You can ask Collinson Insurance Services to change the following elements of your Policy:

1. Your Monthly Benefit;
2. Your Waiting Period;
3. The maximum number of Monthly Benefit payments; or
4. Your level of cover, i.e. from Accident, Sickness & Unemployment to Accident and Sickness only or from Accident and Sickness only to Accident, Sickness & Unemployment.

You must not be in the process of making a claim or aware of a possible claim at the time you request a change to your Policy.

## **PAYMENT OF PREMIUMS AND PREMIUM CHANGES (See Section 3 of your Policy Document)**

You must continue to pay your premiums, including during a period of claim, to ensure that cover remains in force.

You should regularly review your benefit against your current loan expenditure in order to ensure that the cover continues to meet your needs.

We will periodically review premium rates and policy terms and only have the right to amend them to reflect:

- increases or reductions in the claims experience from all of the policies of the same type issued by us;
- changes in the general law or to the decisions of the Financial Ombudsman Service;
- changes to regulatory or taxation requirements or new or amended industry guidance and codes of practice which are there to raise standards of consumer protection.

During the Period of Cover, if Your change in age means that You move from one age band to another then Your Premium will be amended at the annual anniversary of your cover start date. We will give You at least 60 days advanced notice of this.

The age bands applicable to this policy are as follows:

18 – 20 , 21 – 30, 31 – 40, 41 – 50, 51 – 55, 56 – 60

We will give you notice of any changes that we have to make by giving you at least 60 days notice at your last known email address.

If we make any alterations and you are unhappy with those changes you can cancel your policy as set out in 'Cancellation Period' below.

## **WHAT IS THE DURATION OF MY COVER AND HOW / WHEN DOES MY COVER END? (See Section 4 and the 'Termination Date' definition in Section 2 of your Policy Document)**

Cover is issued for an initial period of one month from the Start Date and will automatically continue on payment of each month's premium as it falls due until cover hereunder terminates or is cancelled as described in SECTION 4 TERMINATION OF INSURANCE

All cover under this policy will end when the earliest of the following occurs:-

- a) You die or;
- b) You retire from Work or reach the statutory retirement age, whichever is the earlier or;
- c) You stop residing or Working in the United Kingdom or;
- d) You default on Your Premium payment on or before the due date (Premiums received after the due date may at Our discretion, be allocated to continuing the insurance or returned to You) or;
- e) You have no monthly mortgage payments (unless We confirm in writing that cover may continue); or
- f) You or We cancel this Policy.

## **CANCELLATION PERIOD (See Section 4. of your Policy Document)**

### Cooling-off period

You have a statutory right to cancel this policy by giving notice to the Administrator, Collinson Insurance Services Advertiser House, 19 Bartlett Street, South Croydon, Surrey. CR2 6TB or by email to [enquiries@collinsonis.com](mailto:enquiries@collinsonis.com) within 30 days of the Start Date. We will refund all premium you may have paid. No refund of premium will be made where a claim has been made on the policy.

You can cancel this policy at any time after the Cooling-off period by giving notice to the Administrator, Collinson Insurance Services as above.

We may cancel this policy at any time by giving at least 90 days notice to you at your last known email address. If we do, any premium you have paid for the period after the cancellation date will be refunded. This will not affect any rights to benefits which you may already have under this policy which arise before the termination date. It may become necessary for us to cancel your policy due to:

- You failing to disclose any material information to us that is relevant to your application for this policy or to any

claim;

- Any actual or predicted legal or regulatory requirement;
- An unforeseen increase in claims under all policies of the same type issued by us;
- An unforeseen event that prevents us from continuing to provide or the Administrator continuing to administer your policy.

## **CLAIMS (See Section 11 of your Policy Document)**

All claims enquiries including notice of a new claim should be addressed to: Claims Department, MMS, Melbourne House, Melbourne Street, Farsley, Pudsey, Leeds. LS28 5BT, or by telephone on 01132 558 611.

## **COMPLAINTS (See Section 12 of your Policy Document)**

It is always our intention to provide a first class standard of service. However, if you have any cause for complaint you should;

1. Decide what your complaint relates to.
  - a. If your complaint relates to any aspect of sale or policy administration, please contact Collinson Insurance Services at Advertiser House, 19 Bartlett Street, South Croydon, Surrey. CR2 6TB.or by email: [complaints@collinsonis.com](mailto:complaints@collinsonis.com).
  - b. If your complaint relates to any aspect of the handling of your claim, please contact MMS, Melbourne House, Melbourne Street, Farsley, Pudsey, Leeds. LS28 5BT, or by telephone on 01132 558 611, or email: [complaints@mms-uk.com](mailto:complaints@mms-uk.com).
2. In the event that You remain dissatisfied, You can refer the matter to the Complaints Department at Lloyd's. The contact details are: Policyholder and Market Assistance, Lloyd's, One Lime Street, London EC3M 7HA. Tel: 020 7327 5693. Fax: 020 7327 5225. E-mail: [Complaints@Lloyds.com](mailto:Complaints@Lloyds.com) (This would not affect Your rights to take legal action if necessary).

The parties are free to choose the law applicable to this insurance contract. Unless specifically agreed to the contrary this insurance shall be subject to English law.

This complaint procedure is without prejudice to your right to take legal proceedings.

Collinson Insurance Services (a trading name of Collinson Insurance Brokers Limited) are authorised and regulated by the Financial Services Authority No. 307552.

MMS (a trading name of Marketing & Management Services Limited) are authorised and regulated by the Financial Services Authority No. 307794.

## **COMPENSATION (See Section 10 General Conditions on your Policy Document)**

The companies which provide the products and services related to this Policy are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if the insurer is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from the Financial Services Compensation Scheme (7th floor Lloyd's Chambers, Portsoken Street, London E1 8BN) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk)