

This leaflet sets out the main points about our Level Term Assurance. Your personal illustration shows what the plan may cost. Please read both carefully and keep them with your plan documents if you go ahead.

## Its aims

- To pay a guaranteed tax-free cash sum if you die or are diagnosed with a terminal illness during the plan term.
- To pay the guaranteed tax-free cash sum earlier if you suffer a critical illness or disability and you've chosen to include this benefit.
- If we pay out, the plan will end.

## Your commitment

- To make monthly or yearly payments throughout the plan term.
- If you include critical illness and disability benefit and opt for reviewable payments, you may need to increase your payments in the future to keep your chosen cover level going throughout the plan term.
- To give us all the information we ask for when applying for your plan. You must also tell us if there is any change to your health, family history, occupation or country of residence, or if you take up any hazardous pastimes, between signing the application and when your plan starts. If you don't, we may not pay out.
- To tell us of a claim:
  - within one month of disablement for a permanent and total disability claim or a waiver claim
  - within three months of diagnosis for a terminal illness claim or a critical illness and disability claim.

## Risk factors

- If you stop your payments the plan will stop and you'll get nothing back.
- The plan will never have a cash-in value.
- We don't cover some causes of claims. *Please see 'What will stop the critical illness and disability benefit paying out?' on page 3.*
- If you include critical illness and disability benefit and opt for reviewable payments, we guarantee your payment amounts for the first five years only. After this we'll review your payments every year. If the predicted cost of providing benefits is higher than expected, you'll either need to increase your payments to keep your chosen cover level going throughout the plan term, or reduce your cover and keep your payments the same. If the predicted cost of providing benefits is lower than expected, your cover will stay the same but your payments will go down.

When predicting the cost of providing benefits, we'll consider various issues. For example, we'll consider past and predicted future claims experience across the life assurance industry as well as developments in medical treatments and diagnostic techniques.



## Questions and answers

### What is Friends Provident Level Term Assurance?

- It's a plan that pays out a guaranteed tax-free cash sum if you die or are diagnosed with a terminal illness during the plan term.
- You choose how much cover you need and how long you want it to last. It can be any number of years from 5 up to 35 years, as long as you're aged under 70 at the end. If you pay yearly, it can even be as short as one year, but we aren't able to include terminal illness benefit for plan terms under 3 years, or critical illness and disability benefit and waiver benefit for plan terms under 5 years.
- You can set the plan up on your own life or on another person's life.
- You can set it up on two lives so we pay out the guaranteed tax-free cash sum if one of you dies or is diagnosed with a terminal illness during the plan term. The plan will then end.
- The person setting up the plan must be aged 18 or over. If you set it up on someone else, they too must be aged 18 or over.
- If you write the plan in trust, we'll pay the cash sum to the trustees.

### How flexible is it?

- If you're aged under 50 when you start your plan, you can, subject to certain limits, increase your cover before age 55 on:
  - increasing or extending your mortgage
  - marriage, birth of a child or legal adoption of a child under 16.

You can do this without further evidence of your health, occupation or pastimes. *Please see section 11 of the plan conditions for more details.*

### When does the plan pay out?

- If you die during the plan term, we'll pay the cash sum. The plan will then end.
- We'll pay the cash sum earlier if you're diagnosed as having a terminal illness expected to cause death within 12 months of diagnosis. The diagnosis must take place at least 18 months before the end of the plan term and you must tell us about it within 3 months.

### What other benefits can I choose?

- If you're aged under 55, in good health and not in a higher-risk occupation, you can include one or both of the benefits below from the start for an extra charge.

#### Waiver benefit

- If you include this benefit, we'll keep your payments going for you if future sickness or accident stops you from working for more than six months. If you're not in full-time employment, we'll look at your ability to do certain basic tasks instead. We'll carry on your payments for you until you recover, if necessary to the end of the plan term. For plan terms beyond age 65, we'll only keep payments going beyond this age if you can't do certain very basic tasks.
- For plans set up on two lives you can choose to include this benefit on either life or on both lives.

#### Critical illness and disability benefit

- You can include this benefit as long as you're aged under 55 when your plan starts. Then if you are diagnosed with a critical illness or disability we cover, we'll pay out the life cover early and the plan will end.
- With guaranteed payments, the cover term can be up to 25 years, as long as you're aged under 65 at the end.
- With reviewable payments, the cover term can be up to 35 years, as long as you're aged under 70 at the end.
- For plans set up on two lives, if one of you is diagnosed with a critical illness or disability we cover, we'll pay out and the plan will end.
- The maximum critical illness cover for any one life is £500,000.

## Which critical illnesses are covered?

- The complete list of critical illnesses and disabilities we cover are:
  - Alzheimer's disease or pre-senile dementia\*
  - Aorta graft surgery
  - Bacterial meningitis
  - Benign brain tumour
  - Blindness
  - Cancer
  - Coma
  - Coronary artery bypass surgery
  - Creutzfeldt-Jakob disease
  - Deafness
  - Heart attack
  - Heart valve replacement or repair
  - HIV/AIDS by assault
  - HIV/AIDS from a blood transfusion
  - HIV/AIDS (high-risk occupation)\*
  - Kidney failure
  - Loss of limbs
  - Loss of speech
  - Major organ transplant
  - Motor neurone disease
  - Multiple Sclerosis
  - Open-heart surgery
  - Paralysis or paraplegia
  - Parkinson's disease\*
  - Permanent and total disability before age 60\*
  - Progressive supra nuclear palsy\*
  - Stroke
  - Third-degree burns
- Please remember the heading of each critical illness is only a guide to what is covered. For example, some types of cancer are not covered. *We strongly recommend that you see our 'Critical Illness and Disability Benefit Simplified Guide' for the full definitions of critical illnesses and permanent and total disability.*

\* *We don't cover these critical illnesses and disabilities for the children's critical illness and disability benefit described below.*

## Children's critical illness and disability benefit

- If you choose critical illness and disability benefit, we automatically include this benefit, at no cost to you. It covers your natural or legally adopted children aged over 30 days. If they suffer a critical illness we cover, other than one marked with a '\*', before age 18 and during the term of your own cover, we'll pay a tax-free cash sum equal to half of your cover. A maximum payment of £20,000 applies.
- This benefit is payable only once for any child and is payable for a maximum of three children. The child must survive for at least 14 days from the date of diagnosis.
- This benefit will not be payable for pre-existing conditions. This means a condition, illness, disease or related condition whether diagnosed or not, and whether there are any symptoms or not, which is already present:
  - when you start your plan, or
  - before the child is 30 days old, or
  - before the child is legally adopted.

## What will stop the critical illness and disability benefit paying out?

- We won't pay a critical illness claim if it is due in any way to:
  - war
  - drug abuse (applies to coma, Parkinson's disease and permanent and total disability claims only)
  - HIV/AIDS (applies to permanent and total disability claims only)

### What will my payments be?

- Your illustration will show the payments you need to make for your chosen amount of cover.
- Your payments will depend on:
  - how much cover you need
  - how long you want it to last
  - your age, sex and whether you smoke or not.
- You can pay monthly by direct debit (minimum £7.50) or yearly by direct debit or cheque (minimum £75).

### Can my payments change in the future?

- If you include critical illness and disability benefit and opt for reviewable payments, we guarantee your payment amounts for the first five years only. After this we'll review your payments every year.
- If the predicted cost of providing benefits is higher than expected, you'll either need to increase your payments to keep your chosen cover level going throughout the plan term, or reduce your cover and keep your payments the same.
- If the predicted cost of providing benefits is lower than expected, your cover will stay the same but your payments will go down.
- We'll give you 30 days notice before making any changes

*Please see section 12 of the plan conditions for more details.*

- If you include waiver benefit and we pay a waiver benefit claim, it will cover any increases in payment following a review.

### What are the charges?

- We allow for all charges, including the cost of providing the cover, and all expenses, such as commission, within the payments you make.

### What if I stop paying?

- If you miss a monthly payment we'll stop the plan straightaway.
- If you miss a yearly payment we'll keep your plan going for one month. If you don't pay it within this time we'll stop your plan.
- You won't get back any money.

### What about tax?


- Under current tax rules you're not liable to income tax or capital gains tax on your plan unless you sell it.
- If you die, the amount we pay out will form part of your estate for inheritance tax purposes. You can set up your plan in trust to help in inheritance tax planning.
- Tax rules may change.

### Can I change my mind?


- You have a right to change your mind. We'll remind you of this by post when we set up your plan. You can cancel your plan up to to 30 days after you get our reminder.
- If you decide you don't want the plan, let us know in writing within the 30 days and we'll give you your money back.
- The easiest way to cancel is to complete the 'Cancellation Form' we send you with the reminder and return it to us. Or you can write to us at Friends Provident, PO Box 1550, Salisbury SP1 2TQ but please remember to include your full name and address and state that you wish to cancel your Level Term Assurance.
- If you don't cancel within 30 days, your plan will continue as set out in these key facts and the terms and conditions.

## How to contact us

- Remember your financial adviser will normally be your first point of contact.
- If you have any questions, you can phone us, send a fax or e-mail, or write to us.

 Call us on **0870 607 1352** at the following times:  
Monday to Friday between 8am and 8pm.  
Saturday between 9am and 1pm.

We may record calls to improve our service.

 Fax us on **0870 531 4151**

 e-mail us at  
**customer.services@friendsprovident.co.uk**

 Write to us at **Friends Provident, PO Box 1550, Salisbury SP1 2TQ**

- To make a claim, please call **0870 607 1352** and ask to speak to our Claims Department. Or write to: **The Claims Department, Friends Provident, PO Box 1550, Salisbury SP1 2TQ**. For a life cover claim we'll need a copy of the death certificate and may also need to send a claim form for completion and return. For all other claims we'll send you a claim form to complete and return.

## Other information

### How to complain

- Please write to our Customer Relations Manager at Friends Provident, PO Box 1550, Salisbury SP1 2TQ. If you're not satisfied with our response you can contact:

**Financial Ombudsman Service (FOS),  
South Quay Plaza, 183 Marsh Wall,  
London E14 9SR  
Telephone 0845 080 1800  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**

- Making a complaint won't affect your legal rights.

### Terms and conditions

- This leaflet sets out the main points about Level Term Assurance. It doesn't include all the definitions, exclusions, terms and conditions.
- If you would like a copy of the full terms and conditions, please ask your financial adviser or contact us direct.

- We have the right to change some of the terms and conditions. We'll write and explain if this happens.
- This leaflet complies with the ABI (Association of British Insurers) statement of best practice for critical illness cover. The ABI Guide to Critical Illness gives general information about critical illness cover. If you would like a copy, please let us know or write to:

**ABI, 51 Gresham Street, London EC2V 7HQ**

### Law

- The law of England and Wales will apply unless your plan documents show otherwise.

### Language

- Our plan documents and terms and conditions are in English and all our other communications with you will be in English.

### Compensation

- If a financial adviser recommends the product, you have a legal right to compensation if the Financial Ombudsman Service decides it wasn't suitable for your needs at the time.
- You may qualify for compensation from the Financial Services Compensation Scheme if we become unable to pay claims against us because of financial difficulties. It'll depend on the nature of the business and the circumstances of the claim. The scheme covers most insurance contracts for 100% of the first £2,000 and 90% of the rest of the claim. You can get further information from the Financial Services Authority or from the Financial Services Compensation Scheme.

### About Friends Provident

- Friends Provident Life Assurance Limited's main business is providing life assurance and protection products. It's entered on the FSA Register, number 110413.



Tested for  
Clarity Quality  
Service

Friends Provident has been accredited by the independent Pensions Protection Investments Accreditation Board as having met demanding standards of clarity, quality and customer service.

Friends Provident Life Assurance Limited is a member of the Friends Provident Marketing Group and is authorised and regulated by the Financial Services Authority

Registered and Head Office: Pixham End, Dorking, Surrey RH4 1QA. Telephone 0870 608 3678  
Incorporated company limited by shares and registered in England number 782698

[www.friendsprovident.com](http://www.friendsprovident.com)



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