

Bills & Things

Policy Document





Definitions

Where you see the following words used in this document, please refer to these definitions to find out exactly what they mean.

Active employment

By active employment, we mean that you must be undertaking the duties of your occupation immediately prior to your illness or injury starting.

Benefit

The insured benefit is the amount of cover as stated on your Policy Certificate.

Claim Period

You can only claim for a maximum period of one or two years for any individual claim, depending on which you chose during your application.

Finishing date

Bills & Things is a long-term insurance policy that lasts until you are aged 68, when the policy and all benefits will end.

Illness or injury

Any illness or injury which results in you being totally unable to work in your own occupation for a period of time. This does not include being unable to work as a direct result of self-elected treatment that is not medically required.

Membership Benefits

Alongside the benefits we provide you under this policy, we seek to enhance your experience by providing you with membership benefits which do not form part of the terms of this insurance policy. Because of this they may be varied or withdrawn without notice by us.

Details of the membership benefits we currently offer are available at www.the-exeter.com

Occupation

This is every trade, profession or type of work that you undertake, it is not a specific occupation with any particular employer. We will always assess a claim based on your occupation at the point you suffered an illness or injury.

Policy

Our contract of insurance with you.

Premium

The monthly cost of your Bills & Things policy. This cost includes your cover for illness and injury.

Start of benefit

Once your claim is accepted, this is the date at which your waiting period ends. From this point onwards you are entitled to receive benefit monthly in arrears.

Start of your claim

This is the first point at which you make a claim and inform us of your illness or injury, not the date you start receiving benefit.

Unemployed

A period of at least 3 months when you have not undertaken any duties of any occupation, paid or unpaid.

Waiting period

The continuous 4 week period from when you are first totally unable to work due to illness or injury until when you are first eligible for benefit to be paid. No benefit is payable for the waiting period.

We/Our/Us

Exeter Friendly Society Limited, trading as The Exeter.

You/Your

The person named in the policy schedule.

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Welcome to Bills & Things

Thank you for choosing income protection cover from The Exeter. Bills & Things is designed to provide you with a regular benefit for up to 1 or 2 years at a time if you are totally unable to work as a result of illness or injury.

This document contains the terms and conditions of your policy - please read it with your Policy Certificate for full details of cover.

Please take the time to read through this document

To help, we have signposted certain key information with the following symbols:



indicates information we've highlighted that you may find useful



indicates guidance and examples to explain how the policy works in practice

Words underlined in yellow or white indicate a signpost to another part of the document or a separate brochure.

Cover and benefits

This section details the features and benefits of Bills & Things, explaining how the choices you made during your application will have an impact on how your policy works for you.

► What you are covered for

With your Bills & Things policy you are able to claim when you are totally unable to work due to illness or injury.

We only consider your ability to carry out your own occupation when we assess your claim.

Benefit

When you applied for your policy you chose a monthly benefit amount of between £500 and £1,000 per month in the event of ill health or injury. This will be stated on your Policy Certificate and is the maximum regular tax-free amount you will receive during a valid claim.

As your bills are likely to increase over time, your benefit is automatically increased in line with inflation. We will adjust your benefit each year based on the Retail Prices Index (RPI), which tracks the prices of consumer goods. The increase in benefit will lead to an increase in premiums; we will write to you each year to let you know what this increase will be. The maximum increase in your benefit will be 10% in any one year.

Claim Period

Bills & Things offers the choice of a 1 or 2 year Claim Period, which means we'll pay you for up to a maximum of 1 or 2 years for each claim.

However, it's important to remember that Bills & Things lasts until you reach age 68, so you can claim many times during the life of your policy and you are not limited to a single 1 or 2 year claim.

For more details go to the '[Making a claim](#)' section on [page 6](#).

Waiting period

Bills & Things includes a waiting period of 4 weeks. Your benefit would be paid once your waiting period has finished.

Membership benefits

As a member of The Exeter, you may also have access to a range of additional membership benefits. For details of our membership benefits currently offered visit www.the-exeter.com

Waiver of premium

When you make a claim, you will benefit from a waiver of premium where your premiums will be waived whilst your claim is ongoing.

With The Exeter, the waiver of premium feature is included as standard with your cover.

▶ What you are not covered for

While there are no standard exclusions on Bills & Things, you may have had a personal exclusion added to your policy after we assessed your application.

These exclusions will be shown on your Policy Certificate.

▶ Where you are covered

Bills & Things is designed to offer you cover if you live and work in the UK.

If you become ill or injured in a country outside of the UK, or you travel outside the UK once you have become ill or injured, you may still be able to receive benefit. For your claim to be paid, you must either return to the UK, any country within the European Union or one of the countries listed on the right, unless you're medically prevented from doing so.

- Australia
- Canada
- Channel Islands
- Gibraltar
- Iceland
- Isle of Man
- New Zealand
- Norway
- Switzerland
- United States of America.



Example 1

David becomes ill in Spain and is unable to return to work when he planned to. As Spain is within the European Union, David is entitled to claim under his Bills & Things policy.



Example 2

Maria injures herself in Egypt and is unable to return to work when she planned to. As she is able to travel, Maria will not be covered by her Bills & Things policy until she returns to the UK, any country within the European Union or one of the countries listed above.



Example 3

Joanna suffered an accident in the UK which prevented her from working. She notified us of the claim and payments started. Although she remained unable to work, her husband was relocated with his work and they moved to Abu Dhabi. Joanna was therefore no longer covered by her policy and her claim payments stopped when they moved.

Making a claim

The true test of any insurance policy is whether or not it will pay out when you need it most. Our expert claims team will provide you with personal support during this difficult time.

This section details the principles of how we will assess any claim you make. However, as every illness or injury is different, what we ask from you may change.

When you let us know you need to make a claim, we will send you a claims guide; you should read this for a more detailed description of the processes involved. You can access this at www.the-exeter.com

► How do I claim?

You can make a claim by sending us a letter, email or by phone. You will need to let us know your policy number, the nature of your illness or injury and when it started or occurred.

Tel: [0300 123 3201](tel:03001233201)

Email: member@the-exeter.com



When do I claim?

You must advise us of your wish to claim within 2 weeks of your illness or injury starting.

If you do not notify us of a claim within this time limit, we may not be able to pay your claim. Remember, Bills & Things includes a waiting period of 4 weeks before we start paying your benefit.

► **How we assess a claim**

There are two aspects to our assessment during your claim. Unlike many income protection plans, with Bills & Things there is no financial assessment.

1. Medical assessment

When we assess your illness or injury, we will require information and evidence from you, your GP and other medical professionals. If this is not provided, we will not be able to pay your claim.

We will assess whether your illness or injury totally prevents you from carrying out your own occupation.

2. Employment and occupation assessment

In order to complete our assessment of your illness or injury and the impact it has on your ability to work in your own occupation, we may need to contact you or your employer. If we do, we may ask for clarification of your employment history, the main duties of your occupation and the possibilities for your return to work.

Because Bills & Things can only cover you whilst you are in active employment, we will check what your employment status was when your illness or injury occurred.

If you are self employed, we will ask for your latest HM Revenue and Customs Self-Assessment Tax Calculation and any documents you have to confirm your active employment status.

We don't need to check how much income your business is generating but we need to ensure that it is still active and producing a taxable profit for you.

If you are employed, we will ask for a copy of the P60 issued at the end of the tax year prior to your illness or injury starting together with copies of your last 3 payslips. This is to check you are in active employment, not how much you are earning.

It is important to note that if you were not in active employment when your illness or injury started, you are not covered by Bills & Things and your claim will not be paid.

After we assess your claim

When we have completed the medical and employment assessment of your claim, we'll contact you to confirm if your claim is covered by your policy.

The rest of this section explains the process from when we accept your claim.

▶ Waiver of premium

Waiver of premium is a feature that means you no longer need to pay your premiums during a claim. It gives you one less expense to worry about, leaving you to concentrate on the thing that matters most - your health.

With Bills & Things you only have to continue to pay your premiums during your waiting period. We will then pay your premiums until your claim ends.



How long we will pay a claim

We will continue to pay your claim until the first of the following events happens:

- You are no longer able to meet the 'Medical Assessment' on [page 7](#)
- You do not follow medical advice

- Your claim reaches the Claim Period of 1 or 2 years, depending on which you chose
- Your policy reaches the finishing date
- You die.

▶ When we pay a claim

We will begin to pay your claim once your waiting period has finished.

Your benefit will be paid monthly in arrears by BACS direct into your bank account.

▶ Tax

Under current UK legislation, if you paid your premiums from your personal taxable income, we will not deduct tax or National Insurance from your benefits when you make a claim.

Please note that tax rules could change in the future, so this is not guaranteed.

► Multiple illnesses or injuries

If you've already started a claim and suffer another illness or injury that would prevent you from working, then you must inform us in the timescales detailed in '[When do I claim?](#)' on [page 6](#).

While we can't pay any additional benefit for this new claim, should the previous claim come to an end, you may be eligible to benefits for this new claim with your waiting period applying.

We will then assess this new claim in line with the process set out in '[How we assess a claim](#)' starting on [page 7](#).

The Claim Period runs from the end of the waiting period for each individual claim. This may mean that the claim periods overlap.



Example

Harry has a Bills & Things policy which includes a waiting period of 4 weeks and a Claim Period of 2 years. He has an accident and suffers multiple fractures which prevents him from working as a brick layer, so he claims on his policy.

After he has been off work for 3 months he starts treatment for cancer which has recently been diagnosed. As this treatment alone would prevent him from working, the waiting period of the cancer claim starts at this point with the Claim Period starting 4 weeks later.

After a further 2 months, he recovers from the accident and would have been able to return to work. However, he is prevented from doing so due to his cancer treatment.

From this point, cancer becomes the sole cause of the claim. Should it continue to prevent him from working, benefit can be paid for a maximum of 23 further months.

► What happens if a claim reaches the end of my Claim Period?

If you cannot go back to work because you are still ill or injured, we will stop paying your claim after 1 or 2 years.

At this point you will need to start paying your premiums again.

▶ **Return to work**

Our claims team can provide you with the benefit of their experience to help you get back to work. This could be practical advice on jobs and training, or it could just be the personal support you need during trying times.

You can be sure that we will treat you as an individual, not just a claim number.

▶ **After I return to work, how long is it before I can claim again?**

If you need to claim for a different, completely unrelated illness or injury, there is no time limit – you can claim again immediately and your waiting period will apply again.

If you make a claim as a result of the recurrence of an illness or injury, and you have previously claimed for the same illness or injury within 6 months but without reaching your Claim Period of 1 or 2 years, the waiting period will not apply and benefit will be paid immediately until you return to work or have reached the remainder of the Claim Period. However, this will not be the case if you returned to work against medical advice.

If any claim you make lasts as long as the Claim Period you chose, and you need to claim again as a result of the same illness or injury, you must have returned to work for a continuous period of at least 6 months before you can claim again and the 4 week waiting period will apply.



Managing your membership

Having joined Bills & Things, this section explains how to manage your membership and the options available to change your cover.

▶ **Your changing circumstances**

Please let us know if any of your following personal details change.

- You change your address or your country of residence
- You change your name for any reason.

While these will not change the terms of your policy it is important that we hold accurate and up to date information about you.

If you are no longer in active employment

Please let us know if you are no longer in active employment. You can still continue your policy during this time, however you will be unable to claim any benefit under your Bills & Things policy until you return to work.

▶ **Changing your benefit**

You should pay particular attention to the level of benefit that your Bills & Things policy provides and if this still meets your needs.

You may need to adjust your benefit to account for a change in your lifestyle.

Bills & Things offers you the option to do this, however it is important to remember that this must be either £500, £600, £700, £800, £900 or £1,000 per month. If you wish to change your benefit please contact us or your financial adviser.

Increasing your benefit

With Bills & Things you can increase your benefit, however to do so we will require more information from you and a new application.

Decreasing your benefit

If you want to decrease your benefit, we will not need to ask for any further personal or medical information from you. Your premium will decrease in line with the reduction and we will provide you with details of your new premium before changing your policy.

► **Paying your premiums**

You must continue to pay your premiums regularly by monthly Direct Debit. If you fall behind on your premium payments you will not be able to make a claim.

If you miss one month's premiums

you will need to pay any premiums you missed.

If you miss two months' premiums we'll ask you to provide an update of your medical information to assess whether your cover can start again. You'll also need to pay any premiums you missed.

If you miss three months' premiums or more we will cancel your policy with effect from the first unpaid premium. If you want to re-join you will need to complete a new application.

► **Changes to your premiums over time**

Your premiums are based on rates which change for your increasing age. We've enclosed a rate table with your welcome pack to help you calculate your premiums in advance.

The rates shown in these tables are reviewable, which means that we can review and either increase or decrease them by any amount each year. However, any change will be fair and reasonable and will be advised to you in advance. The rates that are charged determine the premium that you pay, i.e. if there is an increase to your rates your premium will increase.

There are a number of instances when we may change rates. For example, if we experience or expect to experience in the future, a change in the number, length or value of claims that we receive.

Other factors which could have an impact on premiums are:

- our total expenses
- actual or expected future investment returns
- reinsurance costs
- economic and environmental factors
- taxation
- legislative and/or regulatory changes, and
- changes to how long policies remain on our books.

We will not review premiums on an individual basis. We will always give you at least 30 days notice if we review your rates and advise your new premium.

It is important to note that we will not review your premium rates within the first three years of your policy starting. The only increase will be related to benefit increases due to inflation and your increasing age.



Cancelling your policy

We don't want you to leave but understand that sometimes circumstances change and you may wish to cancel your policy.

You can cancel your policy at any time. If you cancel within 30 days of taking out Bills & Things, we will refund any premiums you have paid, as long as you have not made a claim.

If you cancel the policy after the 30 day period there is no cash-in value and any premiums you have paid will not be refunded.

When we may cancel your policy

In the following circumstances, we may cancel your policy.

- If you have acted dishonestly or knowingly claimed for benefits to which you were not entitled. In this event, we will recover any benefits paid to you and will not refund any premiums
- If you did not take reasonable care to answer the questions to the best of your knowledge when you applied for this policy.

If we identify fraudulent activity, we will share information with the police, other insurers and similar bodies.

Further information

► Contacting us



Telephone
[0300 123 3201](tel:03001233201)



Email
member@the-exeter.com



In writing
The Exeter
Lakeside House
Emperor Way
Exeter EX1 3FD



Website
www.the-exeter.com

► Tell us how we are doing

It's always nice to hear if we're doing a good job but equally we need to know if we can improve things. If you have any comments, good or bad, please contact us using the details above.



Our Chief Executive, Andy Chapman, is interested in hearing your views and opinions. If there is anything in particular that you would like to mention to Andy, please contact him by email at andrew.chapman@the-exeter.com or in writing using the address above.



We don't always get it right

We aim to provide our members with the service that you expect but we don't always get it right.

If you are not satisfied with any aspect of the service we provide, contact us on **0300 123 3201** and we will help you resolve your query. If you are not satisfied with the response, please ask to be referred to a manager to discuss your concerns.

If you remain unhappy, your complaint will be acknowledged by our Complaints Handler within 5 working days and we will contact you with an update if it hasn't been resolved in 20 working days.

► Complaints Handler

Our Complaints Handler can be contacted in the following ways:

Email:
customercomplaints@the-exeter.com

Customer Complaints

The Exeter
Lakeside House
Emperor Way
Exeter EX1 3FD

► Financial Ombudsman Service

If you are not happy with our response or we do not provide it within 8 weeks, you have the option of asking the Independent Financial Ombudsman Service to investigate the matter on your behalf.

You can visit their website at www.financial-ombudsman.org.uk

or you can contact them at:
Tel: 0800 023 4567

The Financial Ombudsman Service

Exchange Tower
Harbour Exchange Square
London E14 9SR

► Language and Law

All documents relating to Bills & Things, including any communications with you, will be in English.

The laws of England and Wales apply to Bills & Things.

► Financial Services Compensation Scheme (FSCS)

The Exeter is covered by the FSCS, which was established under the Financial Services and Markets Act 2000. This means that you may be entitled to compensation if we become insolvent and are unable to meet our obligations.

Further details are available from the FSCS at www.fscs.org.uk or you can telephone them on **0800 678 1100** or **020 7741 4100**.



What we require from you

You must answer any questions you are asked as fully and as accurately as you can, to the best of your knowledge and belief.

If you do not we may refuse to pay your claim and could cancel your policy.

► How we handle information about you

Due to the nature of what we do, we hold personal information about you.

This means that we can make sure we provide the best quality cover that you expect. You have our assurance that this information will always be treated in confidence.

We will use the information to contact you about your policy each year, to update you, ask for feedback and when you are making a claim.

However, there are other reasons why we would use this information, such as:

- Cooperation with fraud prevention agencies
- Transmission to those involved in your treatment or care and for the purposes of providing any membership benefits related to your policy
- Retaining cancelled policies and associated details to assist us in determining future applications for insurance that you may wish to make

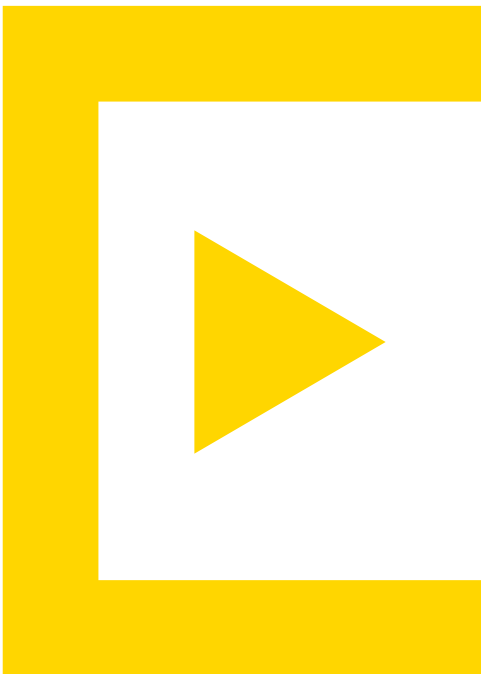
- Passing information to carefully selected parties (including the intermediary who arranged your cover, if any) as part of our administering your plan
- Passing information to carefully selected parties for research, advertising or marketing purposes (for example, to tell you about new products)

Further information about why we hold this information can be found in the Register of Data Controllers. You can view and obtain a copy from the Office of the Information Commissioner at www.ico.gov.uk.

Notes



Notes



Contact us

The Exeter, Lakeside House, Emperor Way, Exeter, EX1 3FD

Members

0300 123 3201

member@the-exeter.com

Financial Advisers

0300 123 3203

adviser@the-exeter.com

www.the-exeter.com

Calls may be recorded and monitored.

The Exeter is a trading name of Exeter Friendly Society Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Register number 205309) and is incorporated under the Friendly Societies Act 1992 Register No. 91F with its registered office at Lakeside House, Emperor Way, Exeter, England EX1 3FD.