

For members

Health insurance | Income protection | **Life insurance**

keyfacts®

Real Life

Policy Summary

Real Life

This document gives you the key information you need to help you decide whether Real Life is right for you.

It does not contain the full terms and conditions. You can find these in the Real Life Policy Document.

When you take out a policy, we will send you a Policy Schedule and Policy Document. Please read them carefully as they will show what is included and excluded on your policy.

Real Life is underwritten by Exeter Friendly Society Limited trading as The Exeter.

▶ What is Real Life?

Real Life is a life insurance policy that pays a lump sum benefit when the life covered, or one of the lives covered in a joint life policy, dies or is diagnosed with a terminal illness - where life expectancy is less than 12 months.

Real Life is aimed at people who have dependants that would suffer financially if they died or were diagnosed with a terminal illness. This includes those who have a financial commitment such as a mortgage, or who have recently started a family.

From a health perspective, Real Life is also suitable for people living with serious or multiple health conditions who can find it difficult to obtain insurance.

▶ Significant features and benefits

Suitable for single and joint policies



Real Life is available on a single or joint life policy basis, covering one person or two people respectively. For joint life policies, we'll pay the benefit when the first of the lives covered dies or is diagnosed with a terminal illness that meets our definition.

A choice of term



The term of the policy is how long your insurance lasts. This can be any number of years between 5 and 50, although the policy must end before you reach your 90th birthday. In the case of a joint life policy, this applies to the eldest life covered.

A wide range of cover amounts



You can choose the amount of benefit you need with the type of cover that suits your needs. There is no minimum amount of benefit and the maximum is £3,000,000, subject to individual consideration.

Choose from three cover types



You can choose between three types of benefit: level, decreasing or increasing.

With a level benefit, your chosen benefit will remain the same through the term of your policy.

With a decreasing benefit, your chosen benefit will reduce each month in the same way as the outstanding amount on a repayment mortgage with an interest rate of 8% per year.

With an increasing benefit, your chosen benefit will increase in line with the Consumer Prices Index including owner occupiers' housing costs (CPIH), which tracks the prices of consumer goods. The increase in benefit will lead to an increase in premiums.

Waiver of premium



Waiver of premium is automatically included for members that have an income protection policy with The Exeter. We will waive your Real Life premiums if you are receiving income protection benefit as a result of being ill or injured and unable to work in your own occupation. We will stop waiving your Real Life premiums once the payment of your income protection benefit comes to an end.

This also applies to joint policies, providing at least one member has an income protection policy with The Exeter.

Guaranteed insurability option



Real Life is flexible to your changing circumstances. Our Guaranteed Insurability Option allows you to increase your benefit without additional underwriting if you meet the criteria in the Policy Document.

Joint life separation option



If you have a joint policy, this can be separated into two single policies without the need for up to date medical information if you divorce, dissolve a registered civil partnership or separate. Consent is only required from one policyholder.

Redundancy premium holiday



If you lose your job through no fault of your own, we could pay your premiums for up to three months to support you whilst you look for new work. This is called a redundancy premium holiday.

Beneficiary Nomination and Trusts



If you have a single life policy, Real Life includes two options for selecting who your benefit is paid to.

Beneficiary Nomination allows you to choose who you want to receive the benefit, and select the percentage you want them to receive.

A Trust requires you to choose both trustees and beneficiaries. The trustees are responsible for distributing the benefit to the beneficiaries once the claim has been paid.

More details can be found in the Policy Document and respective guidance notes.

What else is included on Real Life?

Real Life includes the following temporary benefit at no extra cost, available before your insurance starts.

Accidental death benefit

Accidental death benefit is provided from the date we receive a completed application until the earliest of the following:

- we notify you that we have postponed or not accepted your application; or
- 60 days after the date we received the application; or
- 21 days after we issued acceptance terms; or
- the policy has started; or
- the 55th birthday of the life to be covered. For a joint life policy this applies individually to each life to be covered.

For the purposes of this cover, we define accidental death as “death arising solely and directly from bodily injury caused by external violent, visible means, totally independent of any physical or mental illness or infirmity”.

The accidental death benefit we will pay is the lower of:

- the sum assured (benefit) requested in your application; or
- £250,000.

We will not provide accidental death benefit in the following circumstances:

- if the claim is caused by suicide or self-inflicted injury of the life to be covered; or
- The claim is caused by hazardous pursuits we've asked you about on your application form or any pre-existing conditions; or
- if the applicant/applicants have outstanding applications for the same, or similar cover, with other insurers; or
- if we have provided accidental death benefit cover on the life to be covered previously and no policy was subsequently issued.

Mortgage free cover benefit



Mortgage free cover benefit is only available when you take out the policy to protect your mortgage. It will cover you if you die and it starts when we offer acceptance terms, and you've exchanged contracts (or completed missives in Scotland).

The mortgage free cover benefit we will pay is the lower of:

- the sum assured (benefit) requested in the application; or
- the approved mortgage amount; or
- £500,000.

The cover lasts until the earliest of the following:

- your policy starts; or
- 90 days after the date we offered acceptance terms; or
- on completion of the residence purchase (date of entry in Scotland); or
- if we withdraw the acceptance terms; or
- the 55th birthday of the life to be covered. For a joint life policy this applies individually to each life to be covered.

We will not provide mortgage free cover in the following circumstances:

- the life to be covered was accepted with a loading in excess of 100% or £2 per mille of the standard premium rates; or
- the applicant/applicants have outstanding applications for the same, or similar cover, with other insurers; or
- the claim is caused by suicide or self-inflicted injury of the life to be covered; or
- the claim is caused by hazardous pursuits we've asked you about on your application form or any pre-existing conditions, symptoms or outstanding test results and/or investigations; or
- we have provided mortgage free cover benefit on the life covered previously and no policy was subsequently issued.

▶ Significant limitations and exclusions

Benefit and premium

There is no minimum amount of benefit however the minimum premium is £5. The maximum amount of benefit is £3,000,000.

Age and residency

Real Life is available to UK residents aged 18 to 80 inclusive. To be eligible to use the guaranteed insurability option, you must be under the age of 55. This applies to the eldest member in the case of a joint policy.

Pre-existing conditions

When you apply for Real Life you may be advised of a personal exclusion which relates to a past or existing illness or condition or your premiums may be increased, which is sometimes referred to as a loading.

The mortgage free cover benefit, increasing cover and guaranteed insurability option features are not available if your premium loading exceeds 100% or £2 per mille. If you have a premium loading this is shown on your Policy Schedule.

Terminal illness claims

A claim for terminal illness can only be made where you have been diagnosed with 12 months or less to live. If a medical consultant and our Chief Medical Officer cannot determine this, or expect death to occur more than one year after diagnosis, we will not pay a claim.

For a terminal illness claim, you can be residing anywhere in the world, however the consultant must be practicing in an eligible country. A list of eligible countries is shown in the Policy Document.

Suicide or intentional self-inflicted injury

We will not pay any claims if you die within the first 12 months of the contract as a result of a suicide or intentional self-inflicted injury as defined in the Policy Document.

We will not pay any claim if you are diagnosed with a terminal illness within the first 12 months of the contract as a result of a suicide or intentional self-inflicted injury.

▶ **Do I need to review my cover regularly?**

You should review your cover regularly to make sure that it continues to meet your needs.

If you have a mortgage and choose a decreasing benefit, the interest rate of 8% per year may not meet the rate you are paying on your mortgage. The benefit we will pay for a successful claim, therefore, may not meet the outstanding amount of your mortgage.

▶ **How do I make a claim?**

You can register a claim online or by contacting us via letter, email or phone. Full details can be found in the Policy Document.

▶ **Is the benefit subject to tax?**

Under current legislation and HMRC practice, benefit payable under this cover is normally free from personal liability to income and capital gains tax, for UK residents, unless you assign your policy to someone else.

However, the benefit may be subject to inheritance tax unless you nominate beneficiaries or put your policy in a suitable trust. We recommend you seek professional guidance because your individual circumstances can affect your tax position. Please remember that tax rules may change in the future.

▶ **What happens if I change my mind and want to cancel my policy?**

You can cancel your policy at any time, as long as no claim has been made. If you cancel within 30 days of taking out Real Life policy, we will refund any premiums you have paid.

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.

▶ **We don't always get it right**

If you are not satisfied with any aspect of the service we provide, please let us know and we will help you resolve your query. We will investigate your complaint and respond to you, and if you remain unhappy we will escalate your concerns to an impartial complaints handler.

If we remain unable to resolve your complaint to your satisfaction, or we do not respond within 8 weeks, you have the option of asking the independent Financial Ombudsman Service to investigate on your behalf. This service is free to use.

You can visit their website at www.financial-ombudsman.org.uk or you can contact them on **0800 023 4567** or **0300 123 9123**.

Contact us

Members:

0300 123 3201

member@the-exeter.com

Financial Advisers:

0300 123 3203

adviser@the-exeter.com

Opening times:

Monday to Friday 8am – 6pm

Calls will be recorded and monitored.

Postal address:

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

Website:

the-exeter.com

The legal blurb

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.