

# Underwriting Guide

## INCOME FIRST



# Underwriting at The Exeter

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Our underwriting approach combines flexibility and expertise with the personal touch you've come to expect from us.

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## ▶ **Forward thinking processing**

Income First is not only simple to advise on, but it's complemented by a seamless service.

Our online adviser platform enables more of your clients to receive an instant decision. The rules-based application journey uses dynamic questioning, designed to gather all of the information we need immediately.

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## ▶ **Under 42**

If your clients are under age 42, we will not ask for the routine medical evidence that other insurers might - regardless of the benefit level they choose. Our automatic medical limits table can be found on page 12.

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## ▶ **Simplified financial underwriting**

In today's uncertain world incomes can fluctuate.

So, we offer the option for clients to fix 100% of their initial benefit by providing financial evidence up front, up to a maximum of £7,500 per month.

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## ▶ **Simple service in a complex world**

Our protection portal makes it even easier to do business with us.

You can quote and apply for life cover and income protection in one place. The portal allows you to manage multiple quotes from the dashboard and you'll get instant pre-sales underwriting decisions on most cases. For more complex cases, our underwriting team will review cases individually.

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▶ **Combining technology with the human touch**

If you have any questions about an application, our underwriters are here to help.

It may be that your client has a specific medical condition or family history, a high risk occupation or hobby; no matter the question, you can speak to an underwriter directly by calling us.

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# Our underwriting principles

This section will help you understand the underwriting process for our Income First product, benefiting both you and your clients by helping them achieve cover more quickly and efficiently.

## ► Lifestyle, health and occupations

Applications may take longer to underwrite if there is conflicting evidence between the application form and the GP's Report.

Please ensure that your client discloses information as accurately as possible. This will reduce the likelihood of us having to request further medical information or asking them to attend a mini screening to check up-to-date height, weight, blood pressure and urinalysis.



### Smoking

A loading may be applied if consumption is heavy or your client suffers from a medical condition such as asthma which can be aggravated by smoking. Sometimes we may ask for a cotinine test to be carried out to confirm smoking status. This will usually be done by taking a saliva or urine sample.



### Alcohol

An application may be loaded, postponed or we may be unable to offer cover if there are indications of excessive alcohol intake. We may ask for a liver function test. We will consider more closely those clients working within the licensed trade and accidents attributed to alcohol or sickness absence from work.



### Family history

For conditions with a strong hereditary tendency, we may need to obtain further medical evidence. For example:

**Family history of cardiomyopathy** - we will need to know the exact type of cardiomyopathy and whether your client has had any investigations regarding the condition.

**Family history of Huntington's disease** - terms will only be available for clients aged over 50.

**Family history of polycystic kidney disease** - we will consider terms if your client has had negative investigations.



## Height/weight

Your clients' BMI will determine the level of information we require to underwrite their application.



## BMI outcomes

BMI	Age 18-29	Age 30-39	Age 40-49	Age 50 and over
0-16	Unable to offer	Unable to offer	Unable to offer	Unable to offer
17-18	small loading may apply	small loading may apply	small loading may apply	small loading may apply
19-28	Standard	Standard	Standard	Standard
29	small loading may apply	Standard	Standard	Standard
30	small loading may apply	small loading may apply	Standard	Standard
31	small loading may apply	small loading may apply	small loading may apply	small loading may apply
32	50%	small loading may apply	small loading may apply	small loading may apply
33	50%	50%	small loading may apply	small loading may apply
34	75%	50%	50%	small loading may apply
35	100%	75%	50%	50%
36	100%	75%	50%	50%
37	125%	100%	75%	50%
38	150%	100%	75%	75%
39	Unable to offer	125%	100%	75%
40	Unable to offer	150%	100%	100%
41	Unable to offer	Unable to offer	125%	100%
42	Unable to offer	Unable to offer	150%	125%
43	Unable to offer	Unable to offer	Unable to offer	150%
44	Unable to offer	Unable to offer	Unable to offer	Unable to offer



## Avocations/Sport

Activities which involve a high risk of accident or injury will normally be excluded from applications with short-term waiting periods, and activities such as potholing, rock climbing/mountaineering, motorsports and aviation will normally be excluded at all waiting periods. The exception is amateur rugby where for the short waiting periods we will rate +50 for the first 7yrs of the plan.



## Occupation

We may increase premium for occupations that involve more manual work and higher business mileage. We are unable to offer cover for some occupations, they include:

- Housepersons
- Students. IC for vocational students who receive payment as part of their course, for example student nurses, apprenticeships (would expect them to disclose the occupation here) or sponsored roles in industry that require some time in classrooms.
- Armed forces personnel (we will exclude people in the reserves)
- Divers
- Underground miners
- Oil rig workers
- Professional sportspersons
- Nightclub or bar security personnel - we will consider this as a second occupation but it would be subject to an exclusion
- Police officers
- Fire-fighters (not retained fire-fighters)
- Pilots & flight crew
- Certain equestrian professions, for example those that involve riding horses
- Money brokers/stock brokers
- Merchant Marines or any other similar occupations which require a licence or regular medicals
- Individual consideration will be given to inshore fishermen. We won't cover them if they require a medical assessment to work.

## Second occupations

We allow without special terms:

- Retained fireman
- Special constable
- Mountain rescue
- Part-time lifeboatman



## Residency and language

To apply, your client needs to have been a UK resident for at least the last two years and have been registered with a UK based NHS GP for the same period. Documentary evidence supplied must be in English or officially translated

## ► Specific conditions



### Anxiety/depression/stress

Episodes within the last five years usually result in an exclusion but terms will depend on the severity of symptoms, recurrence, time off work, hospital treatment, self-harm or suicide attempts.



### Arthritis

We are unable to offer cover for cases of rheumatoid or psoriatic arthritis. Terms for osteoarthritis will depend on the amount of joints affected, time off work and severity of symptoms.



### Asthma

If your client is also a smoker a minimum loading of 50% will normally apply.



### Back pain/sciatica

Symptoms within the last five years or recurrent episodes will usually result in an exclusion.



### Crohn's disease

We will offer a minimum four week waiting period. At best we will apply an exclusion within the last five years of a major flare up, with loadings possible subsequently. However if severe we may not be able to offer your client cover.



### Diabetes

Terms can be considered following further medical evidence for gestational diabetes (during pregnancy only) and type 2 diabetes.

Terms for type 2 diabetes may be offered on a minimum four week waiting period subject to your client:

- Providing their most recent HbA1c reading
- Having had a diabetic review within the past 18 months.

### Diabetes Outcomes

These ratings are a guideline only and assume there are no other risk factors or diabetic complications. Ratings applied will also depend on how long ago your client was diagnosed with diabetes.

HbA1c	Age under 30	Age 30-39	Age 40-49	Age 50-59
Less than 5% (31mmol/mol)	Individual consideration	Individual consideration	Individual consideration	Individual consideration
5.0% to 5.4% (31 to 35 mmol/mol)	75% - 150%	50% - 100%	25% - 75%	25% - 75%
5.5% to 6.4% (36 to 46 mmol/mol)	75% - Unable to offer	50% - 125%	50% - 100%	25% - 75%
6.5% to 7.4% (47 to 57 mmol/mol)	125% - Unable to offer	100% - Unable to offer	75% - Unable to offer	75% - 125%
7.5% to 8.4% (58 to 68 mmol/mol)	Unable to offer	125% - Unable to offer	100% - Unable to offer	75% - 150%
8.5% to 9.4% (69 to 79 mmol/mol)	Unable to offer	Unable to offer	125% - Unable to offer	100% - Unable to offer
9.5% to 10.4% (80 to 90 mmol/mol)	Unable to offer	Unable to offer	150% - Unable to offer	125% - Unable to offer



## Drug use

- Cannabis – terms normally possible unless heavy ongoing use or related complications.
- Other drugs – Usually a postpone until 5 yrs since last used assuming that there were no related complications. Medical evidence will normally be required.
- If there is any drug with alcohol abuse then it's likely that we will be unable to offer cover.



## Epilepsy

Terms will depend on the frequency and severity of attacks but if driving is an essential part of your client's job then an exclusion will always be applied.



## Fractures

If the fracture is recent it will be subject to individual consideration but not necessarily an exclusion or loading.



## Heart murmur

A GP report may be needed and terms will depend on the cause and severity of the murmur. If special terms apply this will normally be in the form of a loading.



## High blood pressure

If the blood pressure is well controlled and no other risk factors are present then we will normally accept at standard rates. A GP report will sometimes be requested.



## High cholesterol

If the cholesterol is controlled and no other risk factors are present then we will normally accept at standard rates. A GP report will sometimes be requested.



## HIV positive

We will consider offering terms of +50 up dependant on age subject to:

- Diagnosis over 6 months ago
- Viral load undetectable
- Latest CD4 count of 350 up
- Fully compliant with medication
- No concurrent risk factors including hepatitis or any drug or alcohol misuse





Unfortunately we are unable to offer cover to clients with the following medical conditions:

- AIDS - However we do consider people who are HIV positive, see page 8.
  - Hepatitis B or C
  - Ischaemic heart disease which includes heart attacks and angina
  - Major strokes
  - Most recent cancers requiring chemotherapy or radiotherapy
  - Multiple sclerosis
  - Psoriatic arthritis
  - Recreational drug use in the last five years (excluding light cannabis use)
  - Rheumatoid arthritis
  - Transplants
  - Type 1 diabetes
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## ▶ **The outcome**

Having taken into account all information disclosed and medical information where applicable, your client will receive a decision which will fall into one of the following categories:

- Standard rates
- Loading (min 50% - max 150%)
- Standard rates with exclusion(s)
- Loading and exclusion(s)
- Postpone
- Unable to offer cover.

We would always prefer to add a loading or exclusion to a policy than not offer cover. Usually, a maximum of three exclusions will be applied before we are unable to offer cover.

If your client has an exclusion applied to their policy, we will add a review date to the terms of the policy wherever possible, usually one to three years after it goes on cover. If they have no recurrences of the excluded condition during this time, they can contact us and we will review whether the exclusion can be removed from their policy.

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## ► Providing evidence of income

We offer a fixed benefit option where your client can fix 100% of their monthly benefit, up to a maximum of £7,500 per month. If your client chooses to fix their benefit, we will need financial evidence within six months of the policy starting.

We will require the following:



### ***Employed:***

- Last month's payslip or equivalent
- Last P60.



### ***Self-employed:***

- Last three years' HMRC Self Assessment tax returns
- Copies of the last three years of certified accounts.



### ***Company director:***

- Last three months' payslips or equivalent
  - Last three years' P60s
  - Last three years' HMRC Self Assessment tax returns
  - Copies of the last two years of certified company accounts.
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► **Our automatic medical limits**

The following table outlines our automatic medical limits.

This shows the monthly benefit level at which medical evidence will be requested to support your client’s application, depending on their age. Please note the below applies to all applications irrespective of waiting period:

Income First

	Monthly benefit amount						
	Nurse screening	Cotinine test	Blood test	GP Report	HIV Test	Medical Examination	Exercise electrocardiogram
Up to and including age 41	✗	✗	✗	✗	✗	✗	✗
42 - 45	£3,001	£3,001	£4,167	£6,251	£5,001	£5,001	✗
46 - 50	£2,501	£2,501	£3,001	£6,251	£5,001	£5,001	✗
51 - 55	£2,001	£2,001	£2,001	£2,501	£5,001	£5,001	£5,001
56-59	£1,251	£1,251	£1,251	£2,001	£5,001	£5,001	£5,001

► **Key:**

✗ - Not required



**You matter more.**

The friendly specialists in  
income protection, life cover  
and health insurance.

## Contact us

**Members:**

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*Calls may be recorded and monitored.*

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**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.