



# Adviser Guide Income Protection





# Introduction

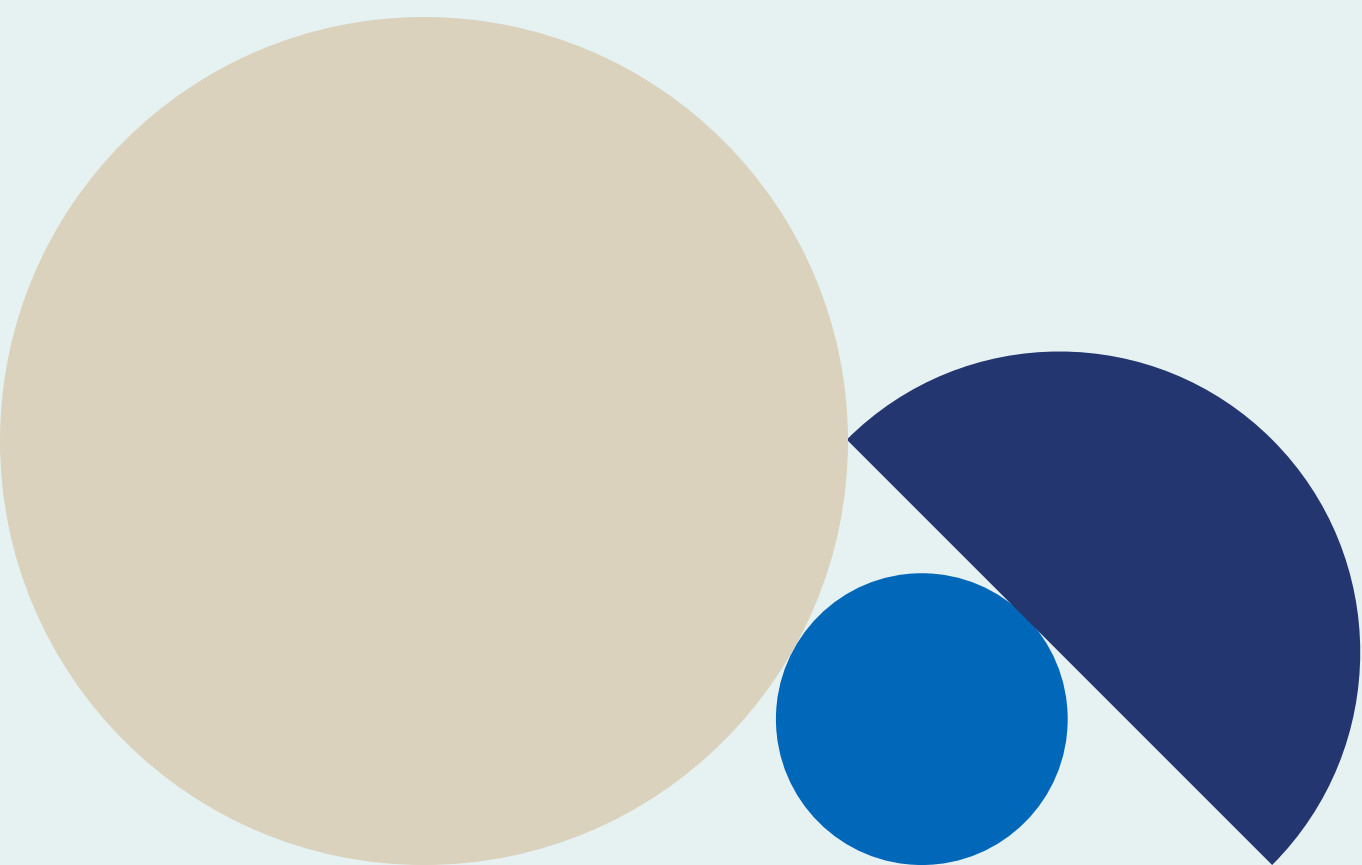


Zurich Income Protection includes a range of features and benefits designed to help protect and secure your customers' income in the event of illness or injury.

We can also give them rehabilitation support to help them with their recovery if they need it.

Other optional benefits are available, for an additional cost, allowing you to meet even more of your customers' needs in one place.

This guide will provide you with information about our Income Protection policy to help shape conversations with your customers.





# Understanding our income protection options

## What is the maximum insured monthly benefit available?

We'll cover up to 65% of the first £60,000 of your customer's gross income plus up to 45% of their gross income above £60,000, subject to a maximum of £20,000 a month.

If your customer is a company director, we can include their dividends, and dividends paid to a spouse, civil partner or cohabiting partner.

## What deferred periods do you offer?

We offer deferred periods of 4, 8, 13, 26, 52 and 104 weeks. You can also choose dual deferred periods for your customers with tiered sick pay arrangements.

We also include sick pay matching for qualifying medical professionals.

## What cover types do you offer?

We offer two types of cover:

- **Level cover** - where the insured monthly benefit and premium stays the same for the whole policy term.
- **Increasing cover** – where the insured monthly benefit increases each year either by a fixed 3% or 5% or in line with the Retail Price Index. Premiums will increase by 1.5% for each 1% increase in cover.

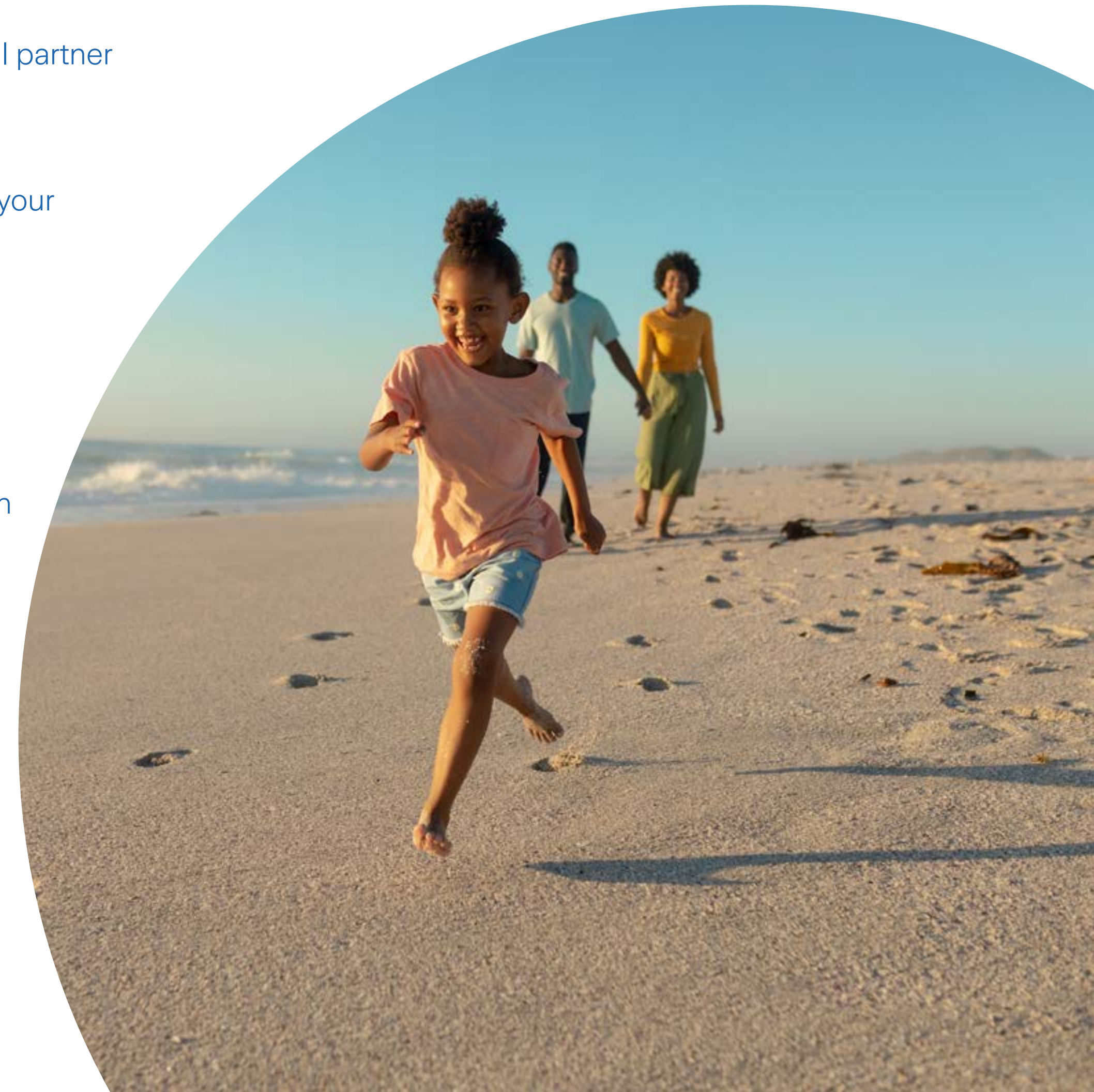
## How long can the monthly benefit be paid for?

You can choose from either our full term benefit or a limited benefit period of up to 24 months per claim.

Under the limited benefit period, your customer can make multiple claims. However, if they receive their monthly benefit for the full 24 months, they'll need to return to work for at least six months to claim again for the same or any related condition.

## How long can the policy last for?

You can choose for the policy to run for a fixed term or to a specific age, up to your customer's 70th birthday. The policy must end no earlier than their 50th birthday and must run for at least five years.





# How our income protection can meet your customers needs

## Helping customers who want cover that protects against fluctuating incomes

<b>Maximum Benefit Guarantee</b>	<b>What it does</b> If there's a difference of 10% or less between the maximum amount we can pay based on your customer's income when they claim and their insured monthly benefit, we'll ignore the difference and pay the full insured monthly benefit.	<b>The benefit to your customers</b> Supports customers that may experience small to moderate fluctuations in their income or where annual salary increases might not keep up with the increasing rate chosen on their policy.	<b>Who it could be suitable for</b> Anyone with potential uncertainty over their income, regular salary increases or who do not periodically review their insured monthly benefit.
<b>Minimum Benefit Guarantee</b>	If your customer doesn't qualify for the Maximum Benefit Guarantee we'll still guarantee to pay at least £1,500 a month, or the insured monthly benefit if lower.  The £1,500 limit is increased to £3,000 for doctors, surgeons and dentists.	Supports customers that may experience larger fluctuations in their income or where annual salary increases might not keep up with the increasing rate chosen on their policy.	Anyone with moderate to high levels of uncertainty over their income, regular salary increases or who do not periodically review their insured monthly benefit.

## Helping customers who want support to get better and return to work

<b>Return to Work Package</b>	<b>What it does</b> Pays a top up of your customer's income if they return to work on less hours or to a new lower paying job.	<b>The benefit to your customers</b> Supports your customer when returning to work where they might be on a lower income either temporarily or permanently.	<b>Who it could be suitable for</b> Anyone needing a phased return to work, or a career change due to their illness.
<b>Linked claims</b>	If your customer needs to go off work again for the same or a related condition within 12 months, we'll treat it as a linked claim. We won't apply the deferred period, and we'll start paying them again immediately, once we've assessed and agreed the claim. For limited benefit period policies, linked claims are only payable for a maximum of 24 months in total.	Supports your customer by providing reassurance that if they fall ill again shortly after returning to work, we can start paying them again immediately.	Anyone suffering with repeated chronic conditions.
<b>Rehabilitation</b>	Gives customers access to our network of specialist rehabilitation partners to help them with their recovery.	We want to do more than just provide financial support when your customers are unable to work. We want to help them with their recovery.	Anyone requiring additional or immediate support.

# How our income protection can meet your customers needs

Helping customers who still need cover in place when they're not working

<b>Sabbatical Cover</b>	<b>What it does</b> If your employed customers decide to take sabbatical breaks of up to 12 months from their job, they can continue to pay their premiums and we'll cover them as if they're still working.	<b>The benefit to your customers</b> Enables your customers to continue their cover while taking a break from work and provides full, own occupation protection during this time.	<b>Who it could be suitable for</b> Employed customers who have the option to take a sabbatical with their employer.
<b>Maternity, Paternity and Adoption Benefit</b>	If your customer needs to make a claim while on parental leave for a child born or adopted in the last 12 months, we'll assess their claim based on their occupation and income before their leave.	Protects your customers whilst they're on leave looking after their child by providing full, own occupation protection during this time.	Anyone who might have children in the future or choose to adopt.
<b>Own Occupation Guarantee</b>	If your customer needs to make a claim within three months of leaving their last job, we'll assess them based on their previous occupation and income.	Protects those who may not be in constant employment over the duration of their policy.	Contractors, and anyone that can afford and want's to take up to a few months off between finishing a job and starting a new one.
<b>House Person Benefit</b>	If your customer isn't working when they claim and doesn't qualify for any of the features outlined above, we can still help. We'll pay them the lower of their insured monthly benefit or £1,500. We'll assess claims against our activities of daily living definition.	Protects your customers who may no longer be working but want to continue with their policy.	Anyone who no longer works but would need an income if they become ill or injured. For example, a stay-at-home-parent.

Helping customers who want their policy to match the sick pay structure provided through the NHS

<b>Medical Professions Sick Pay Guarantee</b>	<b>What it does</b> This applies to doctors, surgeons, dentists, nurses and midwives employed by the NHS or where their employer has adopted the NHS sick pay structure.  If you set your customer's policy up on a 52-week deferred period, we'll pay 50% of their insured monthly benefit when their sick pay halves. We'll pay the full insured monthly benefit when their sick pay stops.	<b>The benefit to your customers</b> Provides certainty to your customers that their policy will match their current sick pay arrangement, irrespective of how many years of service they've completed, which effects the length of sick pay they receive.	<b>Who it could be suitable for</b> Doctors, surgeons, dentists, nurses and midwives in the early stages of their careers.
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# How our income protection can meet your customers needs

Helping customers who want more support and cover

## Income Protection Enhanced Cover

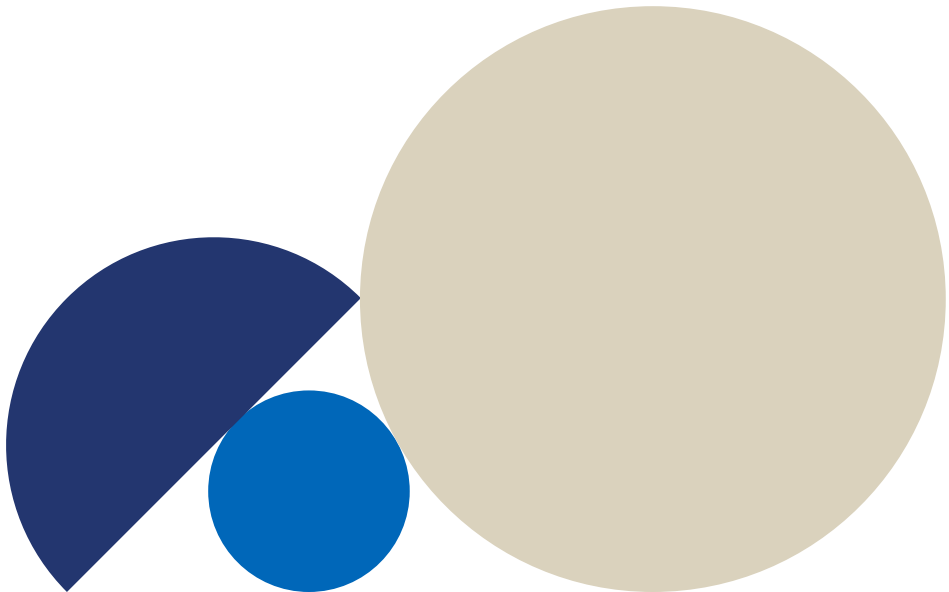
<b>Trauma Benefit</b>	<p><b>What it does</b></p> <p>Pays a fixed sum of £25,000 if your customer is diagnosed with:</p> <ul style="list-style-type: none"><li>• Blindness – permanent and irreversible</li><li>• Brain injury – resulting in permanent symptoms</li><li>• Deafness – permanent and irreversible</li><li>• Loss of hand or foot – permanent physical severance</li><li>• Loss of speech – total, permanent and irreversible</li><li>• Paralysis of limb – total and irreversible</li><li>• Total and permanent loss of ability to live independently</li></ul>	<p><b>The benefit to your customers</b></p> <p>Provides your customer with additional funds, over and above their insured monthly benefit to cover additional costs they may incur due to their condition. For example, adapting their home.</p>	<p><b>Who it could be suitable for</b></p> <p>Anyone who would need additional funds to pay for home adaptations, or additional financial support if they suffered a serious life changing illness.</p>
<b>Hospital Stay Benefit</b>	<p>Pays £150 per night from the 7th consecutive night in hospital up to a maximum of 90 nights during the policy term.</p> <p>The benefit can be paid during and after the deferred period has ended.</p>	<p>Helps to cover additional costs your customer or their family members might incur during their time in hospital. For example, travel and parking.</p>	<p>Anyone wanting to provide financial support to those impacted by them staying in hospital.</p>
<b>Funeral Benefit</b>	<p>Pays a fixed sum of £10,000 if your customer dies.</p>	<p>To help contribute towards the cost of a funeral.</p>	<p>Anyone without sufficient insurance cover or financial arrangements in place specifically to contribute towards the cost of their funeral.</p>

# How our income protection can meet your customers needs

Helping customers who want more support and cover

## Other optional benefits

<b>Zurich Accelerate</b>	<p><b>What it does</b></p> <p>Provides access to experts from around the world to offer a package of medical care services for cancer, heart and neurological conditions.</p>	<p><b>The benefit to your customers</b></p> <p>It gives your customers fast access to consultations and diagnostics. It can also help them access the latest precision cancer medicine and cancer clinical trials; as well as treatment abroad at some of the leading hospitals in the world.</p> <p><a href="https://www.zurichintermediary.co.uk/accelerate">https://www.zurichintermediary.co.uk/accelerate</a></p>	<p><b>Who it could be suitable for</b></p> <p>Anyone that wants to ensure they have quick access to a range of medical services for themselves and their eligible children.</p>
<b>Multi-Fracture Cover</b>	<p>Covers broken bones, dislocations, Achilles tendon ruptures and cruciate ligament tears.</p> <p>Pays £2,000, £4,000 or £6,000 dependent on the injury.</p>	<p>Additional protection to cover the associated costs following an injury. For example, to cover additional expenses incurred during the deferred period.</p> <p><a href="https://www.zurichintermediary.co.uk/multi-fracture-cover">https://www.zurichintermediary.co.uk/multi-fracture-cover</a></p>	<p>Anyone who would be financially impacted if they were to experience one of the injuries covered by the benefit.</p> <p>Exclusions apply for injuries occurring by participating in sports where your customer gets paid or compensated. Further general exclusions apply for certain sports and pursuits.</p> <p>For more information, please see our terms and conditions.</p>





# Why it's important to talk to your customers about the claims process

You or your customer should tell us as soon as possible if they need to make a claim so that we can start to gather all the medical and financial information we need.

We can also suspend their premiums while we're assessing their claim.

When your customer is ill or injured and can't work, they should let us know as soon as possible.

We'll need medical information from their GP or physician along with evidence of the income they're currently earning which can take a while to receive. So, the sooner they tell us that they may need to make a claim, the sooner we can start gathering the information we need to begin our assessment and start helping them with their recovery.

Delays in receiving medical or financial evidence can prevent us from being able to start paying your customer's insured monthly benefit at the end of their deferred period. This is most likely to impact policies with short deferred periods.

When we're looking at their claim, we may recommend certain steps to help them with their recovery. Depending on the type of illness or injury, this could include a referral to one of our network of specialist rehabilitation services. If your customer agrees to what is recommended, we'll suspend their premiums straight away helping to reduce their outgoings.





# How we assess your customers' income when they claim



	How we typically assess income	Are there any exceptions?
Employed customers	Last 12 month's income	<p>For those who've started a new job in the last 12 months, we can use their salary from their employment contract, unless they're in a position where they can set their own salary. For example, a company director.</p> <p>For company directors, we may consider an average of their earnings over the last 36 months if it better reflects their typical income.</p>
Self-employed customers	Last 12 month's income	<p>We may consider an average of their earnings over the last 36 months if it better reflects their typical income.</p>
The amount we pay will be subject to your customer's income over the relevant period and any deductions we need to make for continuing income. For more information on what we consider as income and the continuing income we would deduct, please refer to our terms and conditions.		



# How to talk to customers about income protection

## Do they know what sick pay they have access to if they can't work?

- For the 2025/2026 tax year, Statutory Sick Pay is £118.75 a week and payable for up to 28 weeks<sup>1</sup>.
- Nearly a quarter of UK workers don't know what their sick pay is<sup>2</sup>.

## How will they pay their bills if they're not working?

- The average monthly mortgage repayment on a house in the UK is currently £1,441<sup>3</sup>.
- The average UK household spending (excluding mortgage/rent) is over £560 a week<sup>4</sup>.

## The benefits of income protection

- It gives your customers peace of mind knowing that they will receive a monthly benefit even if they can't work
- Helps maintain financial stability and lifestyle
- Is flexible to suit their budget and can adapt to their changing needs
- Provides rehabilitation support to help them with their recovery.



<sup>1</sup> <https://www.gov.uk/guidance/rates-and-thresholds-for-employers-2025-to-2026#statutory-sick-pay-ssp>

<sup>2</sup> <https://iptf.co.uk/wp-content/uploads/2024/09/IPAW-Tuesday.pdf> Accessed November 2024

<sup>3</sup> <https://www.unbiased.co.uk/discover/mortgages-property/buying-a-home/what-is-the-average-monthly-mortgage-payment-in-the-uk#what-is-the-average-mortgage-payment-in-the-uk>

<sup>4</sup> <https://www.ons.gov.uk/peoplepopulationandcommunity/personalandhouseholdfinances/expenditure/bulletins/familyspendingintheuk/april2022tomarch2023>



