

# Zurich Relevant Life

## Terms and conditions





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sign language interpreter.

This document sets out the terms and conditions relating to your Zurich Relevant Life policy. Your 'Confirmation of terms' sets out the specific cover we agree with you. Together these documents form the contract of your policy provided by Zurich Assurance Ltd. You should read them carefully.

## 1. Definitions

### Zurich and you

Zurich is the company providing the policy to you. Throughout this document, when we say "we", "our", "us" or "Zurich", we're referring to Zurich Assurance Ltd. When we say "you" or "your" we're referring to the **policyholder**.

### Technical terms

Like many industries, insurance has a language all of its own. We've tried to remove jargon wherever we can. Where we need to use a technical or legal term, we'll show this in **bold**. A glossary of these terms can be found in section 15.

Please see section 12 for details of the general terms applying to your policy, as these are important.

## 2. What cover does your policy provide?



Zurich Relevant Life offers a tax efficient way for an **employer** to arrange Life Cover for an **employee** (who we call the '**life assured**'). The policy can only be issued into a **Zurich relevant life policy trust**, which the **employer** sets up when applying. The **employee's** family or dependants can be beneficiaries of that trust. The **employer** completes the application, agrees the policy terms and is the initial **policyholder**. By issuing the policy into the **relevant life policy trust**, Zurich is agreeing that the rights and obligations of the **policyholder** are then assigned from the **employer** to the trustees of that trust, provided the trustees agree to take over as the **policyholder** in the terms of the trust.

If the **life assured** dies or is diagnosed with a **terminal illness** during the **term** of the policy, the **sum assured** will be paid to the trustees of the **relevant life policy trust** and the policy will then end. The trustees will then consider to whom the **sum assured** should be paid.

For more details, please see section 5, 'How much will the cover be for?'.

You should also see the 'Relevant Life Policy: Technical Guide for Employers and Employees', which is available from your adviser, for more information.

## 3. Who will be covered?

The policy can cover one **life assured** only.

It can start any time from the **life assured's** 18th birthday until the day before their 74th birthday.

You, as the **employer**, and the **life assured** must be **UK resident** when this policy starts.

The **life assured** will also need to be registered with a **UK doctor** when the policy starts and for six months prior to applying.

If you're a business, it means being registered or incorporated in the **UK**.

See section 8  
for more details  
on making a  
claim.

## 4. When will you be covered?



Your policy will run from the **start date** to the end of the **term** – these are shown in ‘Your Zurich Relevant Life policy schedule’.

You can choose a **start date** up to 120 days in the future from the date we agree terms with you.

If anything changes between you agreeing to take out the policy and the policy **start date**, it’s important you let us know as soon as possible – please see section 6 ‘Your commitment’ for more details.

You agree with us how long you want the **term** of your policy to be. This may be a specific number of years (a minimum of one and a maximum of 50) or to a specific birthday of the **life assured**, although the cover must end before the **life assured’s** 75th birthday. If you choose to take your policy until a specific birthday, this may result in a **term** with a partial year. In this case you must pay your **premiums** monthly rather than annually.



Your policy will stop before the end of the **term** if:

- we’ve paid out the **sum assured**
- your **premiums** aren’t paid when agreed (see section 7)
- we cancel the policy because you or the **life assured** didn’t answer all the questions we asked fully, honestly and accurately, to the best of your or their knowledge
- we cancel the policy because offering you cover will violate any financial sanctions, laws or regulations
- in our reasonable opinion you’re in material breach of the terms and conditions, or
- we cancel the policy within 30 days of the start date because the **life assured** doesn’t give or withdraws consent to us accessing their medical records
- the **life assured** doesn’t give or withdraws consent to access their medical records as part of our routine checks (see section 6 for more details)
- the trustees of the **relevant life policy trust** do not agree to assume the rights and obligations of the **policyholder** once the policy is issued.

You can end your policy at any time. There is no cash-in value for the policy.

## 5. How much will you be covered for?

Your 'Confirmation of terms' shows what cover is included and how much you'll pay.

Your **premiums** are guaranteed – this means they won't change unless you change the cover or you've chosen Increasing Cover. Your **premiums** may also change if we receive additional information regarding your application details and your terms are changed because of this (see further details in section 6).

See section 7  
for changes you  
can make to  
your policy.



### Life Cover

The **sum assured** will be payable if the **life assured** dies or is diagnosed with a **terminal illness** during the policy **term**. The benefit can only be paid to the trustees of the **relevant life policy trust**.

### Special conditions

As long as your claim is valid and meets the terms and conditions of your policy, we'll pay out the **sum assured** and the policy will end.

#### When we won't pay

We won't pay a claim if:

- The **life assured** dies as a result of suicide or intentional self-inflicted injury within 12 months of the **start date** or the date a requested increase or milestone benefit is exercised. Instead, we'll refund the **premiums** paid in respect of the cover.

We won't pay a **terminal illness** claim if:

- The **life assured** is no longer an **employee** of the **employer** who is paying the **premiums** for the policy, or if the policy has been assigned to the **life assured**.



## Level, Increasing or Decreasing Cover

At the start of your policy, you can choose whether you want Level, Increasing or Decreasing cover. You can only choose Increasing Cover or Decreasing Cover before your policy starts – you can't change them later. Your 'Confirmation of terms' shows what type you have.



### Level Cover

If you choose Level Cover your **sum assured** and **premiums** will stay the same throughout the life of your policy unless you change the cover.



### Increasing Cover

When your policy starts, you can choose for the cover to increase each year by 3%, 5%, or in line with the **Retail Prices Index**. If you choose to increase the cover by the **Retail Prices Index**, any increase will be limited to a maximum of 10% in any year.

Your **premiums** will go up each year by 1.5% for each 1% increase in cover so that we can provide this extra cover. If your 'Confirmation of terms' shows a premium loading on your policy, your **premiums** may go up by less than this.

We'll make this change automatically each year on the anniversary of the **start date**. We'll let you know eight weeks in advance in your 'Annual statement' how much the cover will increase by and how much extra you'll need to pay.

If you tell us you don't want to increase the cover, we'll keep the cover and **premiums** at the same level as they were for the previous **policy year**.

If you ask to keep the cover and **premiums** the same three times during your policy **term**, we'll remove Increasing Cover from your policy and you won't be able to add it back on. Your policy will then become a Level Cover policy.

We won't increase the cover and **premiums** if it means that the **sum assured** would exceed £40m.



### Decreasing Cover

You can choose to have the cover reduce, taking account of a fixed interest rate. If you choose this option, the cover will decrease each month and will reduce to zero by the end of the **term**.

The cover is designed to reduce in line with the outstanding amount on a repayment mortgage of the same interest rate. When your policy starts, you can choose a fixed interest rate between 2% and 18% per year, at 2% intervals.

Your **premiums** will stay the same over the **term** of your policy.

Remember, the percentage by which the cover will reduce may be different from the percentage decrease in the outstanding mortgage or loan, so there's a chance that the amount we would pay on a claim may be more or less than the amount owed.

To reduce the risk of a claim amount being less than the amount owed on a mortgage or loan, you can choose a fixed interest rate that is higher than the mortgage or loan interest rate.

If you want to check your current level of cover, you can do so by logging on to the **customer portal**.

## 6. Your commitment

### If anything changes or is incorrect

For the purpose of this section only, when we say “you” or “your”, we mean the **life assured**.

You must take reasonable care to answer the questions we ask fully, honestly and accurately, to the best of your knowledge. Even if this information has already been provided in a previous application, it must be provided again. If you don't answer the questions correctly the policy may be cancelled, its terms may be changed, or a claim may be rejected or not fully paid. Cancelling a policy means that no cover or other benefits will be provided.

The **policyholder** is ultimately responsible for the information provided to us in respect of the **life assured**.

If someone other than you records your answers, you must make sure the recorded answers accurately reflect what you have said. Our decision to offer cover, and the terms of that cover, will be based upon the recorded answers and won't take into account any verbal information not otherwise recorded.

If you think anything you've told us is wrong or if anything changes between you applying for the cover and the policy **start date**, it's important you let us know as soon as possible.

As part of our routine checks on the accuracy of the information that has been provided to us, we may use the permission you gave us, when applying for your policy, to access your medical records to obtain information for up to six months after your policy has started. If you withdraw your consent, we'll cancel your policy.

If our routine checks find incorrect information, or if you don't tell us about something that's incorrect or changes before the policy **start date**, the policy may be cancelled, its terms may be changed, or a claim may be rejected or not fully paid. Cancelling a policy means that no cover or other benefits will be provided.

Following our routine checks, we may need to amend the terms of your cover and/or your **premium** to continue to keep you covered. We'll issue a new 'Confirmation of terms' and you'll have 30 days to decide whether or not you want to accept it. If you make a claim during this time, we'll take into account any additional information we receive as part of our routine checks. If you decide not to accept the new 'Confirmation of terms', we'll need to end your policy. If we do this from 30 days after your policy **start date**, we won't refund any paid **premiums**.

If we need to cancel your policy following our routine checks, we'll let you know and refund any **premiums** you've already paid.

### If your contact details change

You can make changes to your contact details on your **customer portal** – please let us know as soon as possible if your name, address or contact details change. If you move abroad, you must let us know – please see section 14.5 for more details.

### If you want to cancel

You can tell us you no longer want cover at any time.

When we issue your policy documents, we'll send you details of how to cancel your policy. You'll have 30 days from receiving these documents to do this. If you decide to cancel within the 30 day period, we'll refund any **premiums** you've already paid and will stop providing you with cover.

If you tell us that you want to cancel at any time after the 30 day cancellation period, we'll stop collecting **premiums** and offering you cover. Any **premiums** you've already paid won't be refunded.

You can contact us to cancel using the contact details in section 14.1 'How to contact us'.

### If you need to make a claim on your policy

You should tell us as soon as possible if you need to make a claim. For more information on how to make a claim, please see section 9.



## 7. What changes can you make to your policy?

The changes you can make to the policy options and benefits on your policy are set out below. If you want to make any of these changes, please contact your adviser.

Any changes you make will only come into effect from your next **premium due date**. Any changes to your **premiums** will also be effective from the same date.

Depending on the change being made, we may ask you for details of the **life assured's personal circumstances** to check if we're able to change the cover.

If you want to make any other changes to your policy that are not covered below, please contact us using the contact details on page 16.

### 7.1 Increasing your cover

If you wish to increase the **sum assured**, two options are available to you – requested increase and milestone benefit. These are detailed below.

#### Requested increase

If you ask us to increase the **sum assured**, we'll ask you about any changes in the **life assured's personal circumstances** to see if we're able to offer this extra cover. If we are, we'll work out your new **premium** based on the **life assured's** latest **personal circumstances**, their age at the time you increase the cover, and the number of years left until the end of the policy's **term**.

To use the requested increase option, the **life assured** must be 73 years old or younger when you use this option and your policy must have at least 12 months to run.

#### Milestone benefit

Your policy may include a milestone benefit – this will be included on your policy unless we've specifically excluded it on your 'Confirmation of terms'.

This benefit allows you to increase your **sum assured** within 90 days of a significant life event (see the table below) without having to tell us about the **life assured's personal circumstances** at the time.

The maximum increase you can make using the milestone benefit is the lower of the original **sum assured** or £200,000. This limit applies across any relevant life policies you hold with us which have the same **life assured** as this policy. If you've already used up all the milestone benefit on another relevant life policy (or policies) you hold with us with the same **life assured** as this policy, you won't be able to use it on this policy. In other Zurich policies, milestone benefit may be called "Guaranteed Insurability Option" or "Special Event Benefit".

The **life assured** must be 54 years old or younger when you use this benefit and your policy must have at least 12 months to run.

Once the new cover is in place, your **premiums** will increase to reflect the extra cover we're providing. We'll work out your new **premium** based on the **life assured's personal circumstances** when you took out the policy, their age at the time you increase the cover, and the number of years left until the end of the policy's **term**. The **term** of the policy will stay the same.

You must send us evidence of the significant life event within 90 days of the event. The following table shows the evidence we need:

Milestone	What documents do we need to see?
The <b>life assured</b> increases their mortgage to purchase a new home, to move house, or to improve their main home.  If using this significant life event, you won't be able to increase the cover to more than the total outstanding mortgage on the <b>life assured's</b> main home.	One of the following:  Copy of the lender's offer letter, solicitors' confirmation of completion letter or lenders confirmation of drawdown of the loan/mortgage.
The <b>life assured</b> marries or enters into a civil partnership.	Marriage or civil partnership certificate.

Milestone	What documents do we need to see?
The <b>life assured</b> divorces, dissolves a civil partnership, or separates.	Decree absolute, final order or dissolution order. Alternatively, for separation, evidence of a transfer of mortgage, new mortgage, or evidence of separate addresses.
The <b>life assured</b> becomes the natural parent of a <b>child</b> or adopts a <b>child</b> .	Birth or adoption certificate.
The <b>life assured's</b> salary paid as a result of employment with you increases by 10% or more after a promotion or change of job. This does not apply if they are self-employed or in a position to decide the amount of their own salary.  If using this significant life event, the most you can increase the cover by is the percentage increase in their salary.	Evidence of the promotion or change in job and increased annual salary.



#### Example: How milestone benefit works

Your policy has £100,000 of Life Cover. The **life assured** moves house and increases their mortgage by £40,000. You choose to use the milestone benefit to increase the cover by this amount to £140,000. A year later the **life assured** has a **child** and you wish to use the milestone benefit again. As you've already used £40,000 of the milestone benefit, the maximum amount you can increase the cover by is another £60,000, taking you to your maximum increase of £100,000 (the lower of your original **sum assured** or £200,000).

## 7.2 Reducing the amount of cover

If you want to reduce the **sum assured**, you can do this at any time. There is no limit on the amount you can reduce the cover by, providing your **premiums** don't go below our minimum **premium** amount (see section 8.1). Please see section 7.1 for what will happen if you want to increase the cover again.

If you reduce the cover your new **premium** will be based on your new **sum assured**.

## 7.3 Removing the Increasing Cover option

If you've chosen Increasing Cover but want to change to Level Cover (see section 5), you can do this at any time. Once you've removed this option, you won't be able to add it back again. It's not possible to change from Level Cover to Increasing Cover at any time.

## 7.4 Changing your policy term

### Increasing your policy term

If you want to increase the **term** of your policy, we'll ask you about any changes in the **life assured's personal circumstances** to see if we're able to offer this. If we are, we'll work out your new **premium** based on the **life assured's** latest **personal circumstances**, their age at the time you increase the cover, and the number of years left until the end of the policy's **term**.

To use this option, the **life assured** must be younger than the 'Maximum age at start date' as shown in the table in section 10.

### Reducing your policy term

If you want to reduce the **term** of your policy so that the end date is brought forward, you can do this at any time. We'll recalculate your **premium** to reflect the new period of cover.

## 7.5 Reviewing your smoker status

When we work out the **premium** for your policy, one of the factors we use to determine the **premium** you pay is whether the **life assured** uses or has used tobacco or nicotine products.

If, since the start of the policy the **life assured** has stopped using tobacco or nicotine products for 12 months or more, you can ask us to review your **premiums** to see if we can reduce them. We'll ask them about any changes in their **personal circumstances** to see if we're able to do this.

If we can alter the status, we'll work out your new **premium** based on the **life assured's** latest **personal circumstances** at the time you change your cover.

## 8. Paying your premiums

### 8.1 How much you'll pay

Your 'Confirmation of terms' shows how much your **premiums** will be.

Your **premiums** are guaranteed – this means they won't change unless:

- You change your cover using the options detailed in section 7
- You have chosen Increasing Cover
- We receive additional information regarding your application and your terms are changed because of this (see further details in section 6)

If you do make a change to your cover, we'll tell you how much your new **premium** will be. The change will take place from your next **premium due date**.

Any changes you make to your policy must not reduce your **premium** below our minimum **premium** amount. As at 1st January 2025, our minimum **premiums** are £5 a month or £50 a year.

### 8.2 How you can pay

We'll collect your **premiums** by direct debit. You can choose whether to pay monthly or annually when your policy starts. You're unable to change this later. If your policy runs to a specific birthday, you must pay monthly.

**Premiums** will only be collected from a bank account held in the **UK** and must be paid in sterling.

### 8.3 When you pay

You can choose which day of the month you wish us to collect the **premium** (any day between 1st and 28th).

This is your **premium collection date**. Your first **premium** may be collected on a different day as we'll always give you ten working days' notice of any new or amended **premiums**. We'll write to you to let you know when your first **premium** will be collected.

If you choose a **premium collection date** which is different to your **premium due date**, **premiums** will be collected after they are due. This won't affect your cover or the amount of **premium** that you pay. You can change your **premium collection date** at any time.

### 8.4 If you don't pay your premium

If you don't pay a **premium** on the **premium collection date**, we'll write to remind you and tell you the next steps to ensure your cover continues.

If you don't pay a **premium** within two months of the **premium due date** the policy will end, and we'll stop providing you with cover. If your **premiums** are paid by a third party, it's your responsibility to ensure they're paid on time.

We won't reinstate a policy which has ended – if you still need cover, you'll need to apply for a new policy.

## 9. Making a claim

If you need to make a claim, you, or the person dealing with your affairs, should contact us using the details below.

Your policy may not include all the benefits listed throughout this document. You should check your 'Confirmation of terms' to see what you're covered for before making a claim.



### Call us on

0370 240 0073

Monday to Friday 9am to 5pm  
(excluding bank holidays).

We may record or monitor calls to  
improve our service.



### Visit us online

Go to the **customer portal**

or the Zurich website at  
**[www.zurich.co.uk/life-insurance/claim](http://www.zurich.co.uk/life-insurance/claim)**

### Email us at

**[zurichmulticlaims@uk.zurich.com](mailto:zurichmulticlaims@uk.zurich.com)**

We always try to pay all valid claims as soon as possible and we'll keep you informed of how the claim is progressing.

If you provide false or inaccurate information and fraud is identified, the matter will be investigated and appropriate action taken. Your policy will be cancelled. It may also result in your case being referred to the Insurance Fraud Enforcement Department (IFED) or other police forces and fraud prevention agencies. You may face fines or criminal prosecution. In addition, Zurich may register your name on the Insurance Fraud Register, an industry-wide fraud database.

### 9.1 Who we'll pay

If we accept a claim, we'll make any relevant payment to the person who is legally entitled to receive it.

If a policy is in trust, then the trust may need to be registered on HM Revenue & Customs' Trust Registration Service (TRS). This would apply when a:

- Life Cover claim is paid to the trustees, and the trustees do not distribute the funds to the beneficiaries of the trust within two years of the date of death.
- **Terminal illness** claim is paid to the trustees. The trustees will have 90 days from the date the claim payment is received into the trustee bank account to register the trust on the TRS.

If a trust is not correctly registered, HMRC may impose a penalty. More information about the TRS can be found at **[www.zurich.co.uk/insurance/trust-registration](http://www.zurich.co.uk/insurance/trust-registration)** and **[www.gov.uk/guidance/register-a-trust-as-a-trustee](http://www.gov.uk/guidance/register-a-trust-as-a-trustee)**.

### 9.2 What information will we need?

When you get in touch, we'll let you know exactly what information we need from you in order to assess the claim. The sort of evidence we may need includes:

- Medical evidence.
- Evidence of death.

You'll need to make sure the **premiums** for your policy continue to be paid until we agree to pay the claim.

## 10. Minimum and maximum ages

This table shows the minimum and maximum age you can be to start a policy, and the maximum age you can be when the policy ends. For example, if the age is shown as 73, it means before your 74th birthday.

Type of cover	Minimum age at start date	Maximum age at start date	Maximum age at end of term	Minimum term	Maximum term
Life Cover	18	73	74	1 year	50 years

## 11. Changes we can make to the terms and conditions

This document sets out the terms and conditions of your policy. Only we can change or add to the terms and conditions. We may alter the terms to the extent that the change is proportionate and reasonable for any of the following reasons:

- to take account of changes to, or to comply with the law, taxation, official guidance, codes of practice, or the way in which we are regulated or the amount of capital we need to hold
- to provide for the introduction of new or improved systems, methods of operation, service or facilities
- to take account of a recommendation, requirement or decision of any court, government body, ombudsman, regulator or similar body anywhere in the world where the recommendation, requirement or decision impacts on us with regard to your policy
- to make these terms and conditions clearer or more favourable to you
- to put right any mistake we may discover in future
- to reflect changes in technology or industry practice
- to reflect any change to our corporate structure arising from any reorganisation of our business, that does not unfavourably affect your policy but requires us to make certain changes to these terms and conditions
- to allow for changes to levies or charges imposed by law or under the Financial Services Compensation Scheme or by the Financial Conduct Authority (unless we're told we must not pass these onto our customers)
- if, in our reasonable opinion, we're at material risk of becoming insolvent and this may be avoided by changing these terms and conditions and the changes are in the interests of our **policyholders** as a whole.

Wherever possible, we'll let you know at least three months before we make any material changes to these terms and conditions. You can get the most up-to-date version of these terms and conditions from your adviser or on your **customer portal**.



## 12. General terms

In these terms and conditions, where we can use our discretion, make a decision, require information or evidence or use our judgment, then we will do so acting reasonably, proportionately, fairly and in accordance with the law and regulations.

If there is a difference between these terms and conditions and any other communications we have with you, the terms and conditions will prevail.

If the trustees of the **relevant life policy trust** change, we must be informed in writing at our address shown in section 14.

If any of the details you've given are wrong, we can change the terms of your policy to reflect the correct details.

Only you can enforce the terms of your policy. We exclude the rights of any other persons under the Contracts (Rights of Third Parties) Act 1999.

## 13. Law

The policy is governed by the law of England. Your contract will be in English, and we'll always write and speak to you in English.

We will not provide you with any services or benefits if in doing so we violate any applicable (including **UK**, EU and USA (Office of Foreign Asset Control)) financial sanctions, laws or regulations. This could result in us having to terminate your policy with us.

## 14. Other information

### 14.1 How to contact us



**Call us on**  
0370 850 5682  
Monday to Friday 9am to 5.30pm  
(excluding bank holidays).

We may record or monitor calls to improve our service.



**Write to us at**  
Zurich Customer Services  
Protection Operations  
PO Box 4157  
Swindon  
SN4 4QB

**Email us at**  
[life.service@uk.zurich.com](mailto:life.service@uk.zurich.com)

#### Keep in touch

It's important that we keep in touch so if you change your address or any of your contact details, please let us know. We want everyone to find it easy to deal with us. If you need information about our policies and services in a different format, just let us know and we'll provide it.

### 14.2 How to complain

If you need to complain, please contact us using the details above.

You can ask us for details of our complaint handling process. If you're not satisfied with our response to your complaint, you can complain to:

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

Or visit the website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

This service is free to you and you can find out more at any time by contacting the Financial Ombudsman Service. You don't have to accept the decision of the Financial Ombudsman Service and you're free to go to court instead if you wish.

### 14.3 Compensation

We're covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations, you may be entitled to compensation under the scheme.

Any compensation you receive under the scheme will be based on the FSCS's rules.

For this type of policy, the scheme covers 100% of the claim. Please note that for life assurance products the FSCS's first responsibility is to ensure the cover continues rather than pay compensation.

If you need more information, you can contact the FSCS at:

Financial Services Compensation Scheme  
10th Floor  
Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU  
UK

Telephone: 0800 678 1100 or 020 7741 4100

Or visit the website [www.fscs.org.uk](http://www.fscs.org.uk)

## 14.4 Data protection

Zurich is your data controller under data protection legislation and is committed to ensuring the way we collect, hold, use and share personal information about you complies fully with the legislation. This is explained in our data protection statement, 'Your privacy is important to us', which your adviser will give you when you apply. Please contact us if you'd like another copy.

## 14.5 Moving abroad

This policy is designed for customers who are resident in the **UK**.

The **policyholder** must be deemed a permanent **UK resident** at the time the policy starts.

We don't provide any tax advice. If you decide to live outside of the **UK** after this policy has been issued, we recommend that you get independent advice in relation to this policy on the tax consequences of changing your country of residence. We are not responsible for any adverse tax consequences that may arise in respect of your policy and/or any payments made under your policy as a result of you changing your country of residence.

If you move to another country outside the **UK**, your policy may no longer be suitable for your individual needs. **UK** laws or the local laws and regulations of the jurisdiction to which you move may impact our ability to continue to operate your policy in line with these terms and conditions. You must tell us of any planned change in your residency while you have a policy prior to such change becoming effective. This is to ensure we can maintain our customer records and check your policy options and **life assured** benefits are still available.

## 14.6 Living abroad

If you make a claim, all medical certificates and examinations that we require to assess the claim must be provided by a doctor in the **UK**, the European Union (member states as of 2017), Australia, Canada, Japan, New Zealand, Norway, Switzerland or the USA. We'll also accept evidence from other countries if, in our assessment, the evidence is comprehensive enough and of a sufficient standard for us to properly assess the claim. If necessary, we may need you to consult and be examined by a doctor of our choice to confirm the diagnosis. We'll always act reasonably when reviewing evidence to support a claim.

## 14.7 Conflicts of interest

We make every effort to identify conflicts of interest. A conflict of interest is where the interests of our business conflict with those of a customer, or if there is a conflict between customers of the business. Once identified, we aim to either prevent the conflict or put steps in place to manage it so that it is no longer potentially detrimental to our customers. We have processes in place to ensure we conduct our business lawfully, with integrity, and in line with current legislation. We operate in line with our conflicts of interest policy, available on request or on our website, which details the types of conflicts of interest that affect our business and how we aim to prevent or manage these. Where we cannot prevent or manage a conflict which may be detrimental to you, we'll fully disclose it to you in line with our policy.

## 14.8 Interpretation

In these terms and conditions, where the context requires, words in the singular include the plural and vice versa.

## 14.9 Our regulator

Zurich Assurance Ltd is an insurance company. We're authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. We are entered on the Financial Services register under number 147672. This is on the website [www.fca.org.uk](http://www.fca.org.uk). You can phone the FCA free from a landline on 0800 111 6768.

## 15. Glossary

Within the pages of this document, we've highlighted in **bold** type a number of defined terms. The definition of these can be found below.

Technical or legal term	Meaning
<b>child</b>	The natural, step, legally adopted, under legal guardianship and/or future <b>child</b> of the <b>life assured</b> or their <b>partner</b> .  A <b>child</b> born from surrogacy will be treated as a <b>child</b> within this definition once the legal parenthood has been transferred to the <b>life assured</b> through a parental order or through legal adoption.
<b>consultant</b>	A <b>consultant</b> registered, or provisionally registered, with the General Medical Council and licensed to practise in the <b>UK</b> .
<b>customer portal</b>	The online portal where you can find details of your policy and any communications we send to you.
<b>doctor</b>	A <b>doctor</b> registered, or provisionally registered, with the General Medical Council and licensed to practise in the <b>UK</b> .
<b>employee</b>	A person employed for wages or salary by an <b>employer</b> . Directors of a company, including shareholding directors, and officers of a company, are also considered as <b>employees</b> for this purpose. However, a sole trader in their personal capacity as business owner, an equity partner in a partnership or a member of a limited liability partnership are excluded.
<b>employer</b>	Any person or entity employing one or more <b>employees</b> , including sole traders (as a business with <b>employees</b> ), partnerships, limited liability partnerships, limited companies or charities.
<b>insurable interest</b>	A person has an <b>insurable interest</b> in an individual if they would suffer financially if the key individual were to die or be diagnosed with a <b>terminal illness</b> .
<b>life assured</b>	The <b>employee</b> who is insured by this policy.
<b>non smoker</b>	Someone who last smoked cigarettes or cigars, used a pipe or any other form of tobacco or nicotine products, including e-cigarettes or nicotine replacement products more than five years ago or has never smoked or used any nicotine products, including e-cigarettes or nicotine replacement products.
<b>personal circumstances</b>	These include details of a <b>life assured's</b> age, previous and current <b>smoker</b> status, <b>occupation</b> , health, family history, lifestyle, activities and travel.
<b>policy year</b>	The 12 month period running from the anniversary of the policy <b>start date</b> .
<b>policyholder</b>	The person who takes out the policy, who will need to show they have an <b>insurable interest</b> . Once the policy is issued into the <b>relevant life policy trust</b> , the <b>policyholder</b> will be the trustees of that trust.
<b>premium, premiums</b>	The monthly or annual amount you pay for your cover.
<b>premium collection date</b>	The day of the month you choose for your <b>premiums</b> to be collected.

Technical or legal term	Meaning
<b>premium due date</b>	<p>If you choose to pay monthly, the first <b>premium</b> will be due on the <b>start date</b> of the policy, and subsequent <b>premiums</b> will be due on the same day of each month after that. If your policy <b>start date</b> is on 29th, 30th or 31st of the month, in any month which doesn't have one of those dates in it, the due date will be the last day of that month.</p> <p>If you choose to pay annually, the first <b>premium</b> will be due on the <b>start date</b> of the policy, and subsequent <b>premiums</b> on each anniversary of the <b>start date</b> after that.</p>
<b>previous smoker</b>	Someone who last smoked cigarettes or cigars, used a pipe or any other form of tobacco or nicotine products, including e-cigarettes or nicotine replacement products over 12 months ago but less than five years ago.
<b>relevant life policy trust</b>	This is a discretionary trust, a legal arrangement enabling a trusted group of people (trustees) to look after a relevant life policy. If a claim is made, the <b>sum assured</b> is paid out to the trustees who will apply the <b>sum assured</b> to or for the benefit of one or more of the beneficiaries of the trust at their absolute discretion.
<b>Retail Prices Index (RPI)</b>	A measure of inflation in the <b>UK</b> as compiled by the Office for National Statistics, or any official published retail prices index that we adopt in its place. It measures the average change each month in the prices of goods and services bought by most households in the <b>UK</b> . If you've chosen to have your cover increase by <b>RPI</b> , your cover will increase by the same percentage as the <b>RPI</b> increased over the 12 month period that ended four months before the relevant anniversary of the date you started the policy. Your level of cover won't change if there's been a fall, or no increase, in the index over this period.
<b>smoker</b>	Someone who last smoked cigarettes or cigars, used a pipe or any other form of tobacco or nicotine products, including e-cigarettes or nicotine replacement products, in the last 12 months.
<b>start date</b>	The date the cover starts.
<b>sum assured</b>	The amount of cover you have chosen to take out insurance for. This is a lump sum, one-off payment.
<b>term</b>	The length of time your policy will provide cover for. You can select to have the policy run for a set number of years, or until the <b>life assured</b> reaches a certain age.
<b>terminal illness</b>	<p>A definite diagnosis by the attending <b>consultant</b> of an illness that satisfies both of the following:</p> <ul style="list-style-type: none"> <li>the illness either has no known cure or has progressed to the point where it cannot be cured, and</li> <li>in the opinion of the attending <b>consultant</b>, the illness is expected to lead to death within 12 months.</li> </ul>
<b>UK</b>	The United Kingdom of England, Northern Ireland, Scotland and Wales but for the avoidance of doubt excluding the Channel Islands and the Isle of Man.
<b>UK resident</b>	Someone who is habitually resident in the <b>UK</b> for a minimum of six months and for tax purposes. Habitually resident means the <b>UK</b> is their centre for economic, domestic and social interests. If you're a business, it means being registered or incorporated in the <b>UK</b> .

