Key features of the Zurich Income Protection policy
Helping you decide

This important document gives you a summary of the Zurich Income Protection policy.

For more details on how this policy works, please see the Zurich Income Protection terms and conditions.

We'll also provide you with a personal illustration which will show details of the cover you choose.

The Financial Conduct Authority is a financial services regulator.

It requires us, Zurich Assurance Ltd., to give you this important information to help you to decide whether our Zurich Income Protection policy is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.
About the Zurich Income Protection policy

The Zurich Income Protection policy is an insurance policy that provides a monthly benefit to replace some of your earnings if you can’t work because of a long-term illness or injury. Your financial adviser will help you decide if the policy is right for you and let you know how to apply.

Its aims

What the policy is designed to do
The policy will provide you with a regular income if you suffer a long-term illness or injury that leads to loss of earnings. It will allow you to choose:

- The amount of monthly benefit you need.
- How soon you want the monthly benefit to start after you become unable to work.
- How long you want the monthly benefit to be paid.
- Whether you want the monthly benefit to stay the same or increase over time.
- How long you want your cover to last.

Your commitment

What we ask you to do
You need to:

- Make sure your premiums are paid on time over the policy’s term.
- Answer all the questions on your application fully, honestly and accurately, to the best of your knowledge. Please don’t assume we’ll contact your doctor for any medical information.
- Tell us about any changes to the information on your application that happen before your policy starts. Please see ‘When will the policy not pay out?’ on page 6.
- Choose the level of monthly benefit you need, and how soon you would want this to be paid, taking into account all other income you would continue to receive if you were incapacitated and unable to work. This includes any State benefits you may be entitled to and any other insurance policies you already have that provide cover for accident, illness or injury.
- Review your cover regularly to make sure it continues to be right for your needs. In particular you should consider whether the level of cover, term and any additional benefits added are right for your needs.

Risk factors

What you need to be aware of

- If you don’t tell us about something that’s incorrect on your application, or something that has changed before your policy starts, we may cancel your policy, its terms may be changed or a claim may be rejected or not fully paid.
- We won’t pay a claim in the circumstances described in ‘When will the policy not pay out?’ on page 6.
- If you don’t take into account any income you may receive from other sources, you may be paying for a higher monthly benefit than you can claim.
- If your earnings have reduced at the time you claim, we may reduce the income we pay you.
- If you choose increasing cover and over time your monthly benefit increases by more than your earnings, you may end up paying for a higher monthly benefit than you can claim.
- We won’t refund any payments you’ve made if you’ve paid for more cover than you can claim or we reduce the income protection benefit we pay you.
- If you choose the limited benefit claim period, we will only replace some of your earnings for a maximum of two years, even if you remain unable to work for longer than this.
- You may not be able to receive some means-tested State benefits while we’re paying you an income under this policy.
- If you choose level cover (see page 8, ‘Will my level of cover stay the same?’), your monthly benefit will not increase to help cover potential rises in the cost of living.
- If you stop paying for your policy, your cover will end and we won’t refund any premiums you’ve already paid.
- The policy has no cash-in value.
Questions and answers

About the policy

Who can the policy cover?
The policy can cover one person only and you can only take it out for yourself and not on someone else’s behalf. You can start a policy any time from the age of 16 until the day before your 65th birthday.

You must be a UK resident when the policy starts. You must be either employed or self-employed and working at least 16 hours or more per week. You will also need to have been registered with a UK General Practitioner for at least two years.

How long can the policy last?
You can choose how long you want the policy to last for. This may be for a specific number of years (a minimum of five) or to a specific birthday – any time from the age of 50 until the day before your 70th birthday.

Your policy will run from the start date until the end of the term, when your cover will stop. Your cover will end sooner if your policy is cancelled. You can also choose to end your policy at any time.

When will I be covered?
Your cover will begin on the start date you agree with us.

How much does the policy pay out?
You decide how much cover you need when you buy a policy. The level of cover we agree with you will be shown on your ‘Confirmation of terms’.

The maximum monthly benefit you can choose is the lower of £20,000 per month or 80% of your annual net earnings. This limit will take into account all income protection policies you have with Zurich and any other provider.

How much you’ll actually receive will depend on your earnings immediately before you became incapacitated, as well as any income or benefits you receive during the period of your claim (see top of next page). The maximum amount we’ll pay, before any deductions, will be the lower of either your monthly benefit or 80% of your income over the 12 months immediately before you became incapacitated. So if your income has fallen between taking out your policy and making a claim, the amount we pay may be lower than your monthly benefit. However if your maximum amount (before deductions) is at least 90% of your monthly benefit, we’ll pay you an income based on your monthly benefit.

Please see the ‘How much will you be covered for?’ section of the Zurich Income Protection terms and conditions for full details.
What will reduce how much we’ll pay?
The amount we’ll pay will be reduced by any continuing income or benefits you receive, as follows:

- Continuing salary, bonuses, sick pay, commission or benefits in kind after deduction of income tax and national insurance, from your employer.

- Your share of any continuing post-tax profits of the company (if you’re a director of a limited company).

- Continuing net profit from your business after deduction of income tax and national insurance (if you’re self-employed).

- Other insurances and pensions that you’re entitled to as a result of your incapacity. This includes regular payments made directly to you or on your behalf (for example to pay your mortgage), as well as payments from any other income replacement policies you may have.

We won’t take into account any State benefits you may be receiving as a result of your incapacity, or any income you have from any savings and investments.

If the income we pay is less than your chosen monthly benefit, we won’t refund any premiums you’ve already paid, so you’ll need to regularly review the amount of monthly benefit you have.

Return to work package
If you return to work in a limited capacity (for example on reduced hours) or to a different, lower paid job, your monthly benefit will stop. However, you may be entitled to our return to work package. If so, we’ll continue to pay you a percentage of the income we were paying before – this will be calculated by comparing your income before your incapacity with your income after you return to work. The percentage of income we’ll pay you will be the same percentage by which your income has fallen. If you return to the same job as before but on reduced hours, we’ll only pay you an income for a maximum of 24 months.

You’ll only receive the return to work package if we’re still paying you an income when you go back. If you weren’t working immediately before becoming incapacitated, you won’t be entitled to this benefit.

When will payments stop?
We’ll continue to pay you an income until the earliest of the following:

- You no longer meet our definition of incapacity.

- You no longer have any loss of earnings.

- Any continuing income or other benefits increase to more than the maximum benefit we’ll pay.

- Your policy ends.

- You’ve been receiving the return to work benefit for 24 months.

- You’ve chosen the limited benefit period option (see page 8, ‘How long will the monthly benefit be payable?’) and have been paid an income for 24 months, including any income paid under the return to work package.

- You die.
When will the policy not pay out?
You cannot claim because you become unemployed. Your claim may also be rejected or not fully paid, or your policy may be cancelled or its terms changed if:

• you don’t answer the questions we ask fully, honestly, and accurately, to the best of your knowledge when you apply for your policy or when you make a claim
• you don’t tell us if you think anything you’ve told us is wrong, or if anything changes between you agreeing to take out the policy and the policy start date
• you haven’t paid all the premiums that were due
• you have no loss of net earnings
• you have more than one job and you can still do the main duties of any of them
• you’re not continuously incapacitated throughout the deferred period.

The Zurich Income Protection terms and conditions include full details of all the situations when we won’t pay out. If we apply any additional specific exclusions, we’ll show them on your ‘Confirmation of terms’.

How much does the policy cost?
How much the policy costs depends on:

• your personal circumstances – for example your age, health, occupation, whether you smoke, or how long it is since you stopped smoking
• the amount and type of cover, and any additional benefits you choose
• how long you want the cover to last.

Your ‘Confirmation of terms’ will tell you how much the policy will cost.

How can I pay?
We’ll collect your premiums by direct debit. You can choose to pay either monthly or annually.

Can my premiums change in the future?
Your premiums are guaranteed – this means they’ll stay the same throughout the lifetime of the policy unless you:

• choose increasing cover
• change your cover.

What if I stop paying?
If you stop paying your premiums, your cover and policy will end. You won’t get back any of the premiums you’ve already paid.
Choosing your cover

Which cover is right for me?

In addition to choosing how much monthly benefit you need and how long you want your cover to last, a range of flexible features enable you to tailor your cover to your individual circumstances. These options are explained in the following sections.

When can the income protection benefit start?

The amount of time after you become incapacitated until we start paying you an income is known as the ‘deferred period’. You choose how long you want this to be. You can have one (single) or two (dual) deferred periods. Your choice should allow for any income which you expect to continue after you stop working, such as sick pay, or how long you’re prepared to live on your savings.

<table>
<thead>
<tr>
<th>Single deferred period</th>
</tr>
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<tbody>
<tr>
<td>This is measured in weeks and options are 4, 8, 13, 26, 52 or 104 weeks (for some higher risk occupations, options will be restricted).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dual deferred period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two deferred periods will enable you to stagger your monthly benefit. You’ll start to receive an income at the end of the first deferred period, and then an additional amount after the second. This can be useful if you’re entitled to company sick pay for a certain amount of time. Deferred period options are measured in weeks and are 4, 8, 13, 26, 52 or 104 weeks (for some higher risk occupations, options will be restricted).</td>
</tr>
</tbody>
</table>
How long will the monthly benefit be payable?

You choose how long you want the monthly benefit to be paid – this is known as the ‘claim period’. This can be for the full term of your policy or you can limit it to a maximum of two years for each claim. We’ll stop paying you an income when you reach the end of your claim period (if you choose the limited benefit period option) or until the earliest of the reasons given on page 5, ‘When will payments stop?’.

**Full term benefit period**
For as long as you remain incapacitated, you’ll be able to claim until your policy ends (dependent on any other continuing income you may be receiving). There’s no limit to the number of times you can claim and you can make repeated claims for the same condition or multiple claims for different conditions. We’ll only pay one claim at a time though.

**Limited benefit period**
For as long as you remain incapacitated, you’ll be able to claim for up to 24 months for each claim (dependent on any other continuing income you may be receiving) – this period includes any return to work benefit you may have received (see page 5). Once you’ve claimed for 24 months in total, your claim will end and you’ll need to fully return to work for six months before you can claim again for any condition. There’s no limit to the number of times you can claim and you can make repeated claims for the same condition or multiple claims for different conditions. We’ll only pay one claim at a time though.

Will my level of cover stay the same?

At the start of your policy you’ll need to choose whether you want level cover or increasing cover. You can only choose increasing cover before your policy starts.

**Level cover**
If you choose level cover, the amount you’re covered for will stay the same throughout the life of your policy, unless you change your cover.

**Increasing cover**
You can choose for your monthly benefit to increase each year by 3%, 5%, or in line with the Retail Prices Index. If we’re paying you an income when your monthly benefit is due to increase, this will increase by the same percentage unless we’re paying you the minimum benefit guarantee (see page 10). The increase in cover will only apply to your monthly benefit, all other benefits will remain at the same level. Your premiums will increase each year to pay for the increased cover.
What additional benefits can I include?

Two levels of cover are available – Zurich Income Protection and Zurich Income Protection Select. Both provide a number of additional benefits, with the Select option offering a wider range of cover. Multi-fracture cover can be added to either Zurich Income Protection or Zurich Income Protection Select for an additional premium.

The table and details below show a summary of what benefits are included within each level of cover, although you should refer to the Zurich Income Protection terms and conditions for more information.

<table>
<thead>
<tr>
<th>Benefits included</th>
<th>Zurich Income Protection</th>
<th>Zurich Income Protection Select</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Included as standard:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum benefit guarantee</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Waiver of premium</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Maternity, paternity and adoption benefit</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>House person benefit</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Doctors and surgeons package</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Family carer benefit</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Trauma benefit</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Hospital stay benefit</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Needlestick benefit</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Funeral benefit</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Available for an additional premium:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multi-fracture cover</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
**Additional benefits – all policies**

**Minimum benefit guarantee**
If you’re working at least 16 hours a week when you become incapacitated and your income has dropped since the start of your policy, we’ll pay you a guaranteed minimum income of the lower of your monthly benefit or £1,500 per month (before any deductions for continuing income). This income is guaranteed even if this would be more than 80% of your income in the 12 months immediately before you became incapacitated. If your monthly benefit is less than £1,500, the guarantee will be limited to your monthly benefit.

If you’re a doctor or surgeon, this guaranteed income rises to £3,000 per month – see ‘Doctors and surgeons package’ below for more details.

**Waiver of premium**
You don’t need to pay the premiums for your policy while we’re paying you an income. We’ll stop collecting premiums 13 weeks from the date of incapacity or at the end of your deferred period, whichever is earlier. If you notify us of a valid claim during the deferred period, we’ll put you in touch with a claims specialist who will assess your claim and agree the next steps with you. If you follow these agreed steps, we’ll stop collecting premiums from the date you notified us.

**Maternity, paternity and adoption benefit**
If you go on maternity, paternity or adoption leave and subsequently become incapacitated, your claim will be based on the job you were doing immediately before. You don’t need to tell us about your leave unless you make a claim. The maximum amount payable at this time would be based on your income in the 12 months before your leave started, as long as your incapacity is within 12 months of your child’s birth or adoption.

**House person benefit**
If you’re not in a paid occupation when you become incapacitated, you may be able to claim house person benefit. We’ll pay you the lower of 80% of your income immediately before you stopped working, the monthly benefit or £1,500 per month (subject to any deductions). To be eligible to claim, you must be unable to perform a number of specified activities of daily living (including bending, communicating, reading, walking or writing) without the continual help of another person and use of appropriate assistive aids.

**Doctors and surgeons package**

**Minimum benefit guarantee £3000**
This benefit is only for doctors and surgeons and is in place of the standard ‘Minimum benefit guarantee’ (see above). If you’re eligible, you’re working at least 16 hours a week when you become incapacitated and your income has dropped since the start of your policy, we’ll pay you a guaranteed minimum income of the lower of your monthly benefit or £3,000 per month (before any deductions for continuing income). This income is guaranteed even if this would be more than 80% of your income in the 12 months immediately before you became incapacitated. If your monthly benefit is less than £3,000, the guarantee will be limited to your monthly benefit.
NHS sick pay guarantee
This benefit is only for doctors or surgeons employed directly by the NHS, and is an alternative to the deferred periods detailed on page 7. If you take out a policy with two deferred periods, the first for 26 weeks and the second for 52 weeks:

- We’ll end your first deferred period when your NHS sick pay reduces and you are still on sick leave, even if this is less than 26 weeks.
- We’ll end your second deferred period when your NHS sick pay stops and you are still on sick leave, even if this is less than 52 weeks.

Additional benefits – Zurich Income Protection Select only

Family carer benefit
If you have to routinely care for your spouse, civil partner or child, we’ll pay the lower of the monthly benefit or £1,500 per month for a maximum of 12 months. To be eligible, your spouse, civil partner or child must, for at least three consecutive months, be unable to routinely perform a number of specified activities of daily living (including washing, dressing, feeding themselves, continence, moving around and getting in and out of bed) without the continual help of another person and use of appropriate assistive aids.

Trauma benefit
This benefit can only be paid once over your policy term and will be in addition to any other benefit you claim. We’ll pay the lower of six times the monthly benefit or £50,000 if you suffer one of the following conditions:

- Blindness
- Deafness
- Loss of hand or foot
- Loss of speech
- Paralysis of limb
- Loss of ability to live independently due to mental failure
- Loss of ability to live independently due to an inability to perform a number of specified activities of daily living (including washing, dressing, feeding yourself, continence, moving around and getting in and out of bed), without the continual help of another person and use of appropriate assistive aids.
### Hospital stay benefit

We’ll pay you £100 per night after you’re admitted to hospital as an inpatient for seven consecutive nights or more due to an illness or injury that occurs during the deferred period. You must be in hospital for at least seven consecutive nights before the benefit commences, we’ll then pay you £100 per night for the seventh night and subsequent nights. Hospital stay benefit will be paid for a maximum of 90 days across the term of your policy. As this benefit is only payable during your deferred period, we’ll stop paying hospital stay benefit when your main monthly benefit becomes payable.

### Needlestick benefit

If, as a result of an accident whilst performing your normal duties at work, you become infected with HIV (Human Immunodeficiency Virus), Hepatitis B or Hepatitis C after your policy starts, we’ll pay the lower of six times the monthly benefit or £50,000. This benefit can only be paid once over your policy term and will be in addition to any other benefit you claim.

### Funeral benefit

If you die during the policy term, we’ll pay out the lower of six times the monthly benefit or £10,000.

### Additional benefits – additional premium option

#### Multi-fracture cover

If you choose to add multi-fracture cover, we’ll pay a lump sum of £2,000, £4,000 or £6,000 if you suffer one of the fractures, dislocations, tendon ruptures or ligament tears that we cover. The amount we’ll pay will depend on the location of the injury. You can claim multiple times for this benefit but the maximum amount we’ll pay out in any policy year is £6,000. We won’t pay if the injury occurs while taking part in BMX biking, boxing, Gaelic football, horse riding, hurling, martial arts or cage fighting, motor car or motor cycle sport, mountain biking, rugby or shinty.

The full list of what we cover and how much we’ll pay is included in the Zurich Income Protection terms and conditions. If you make a claim under this benefit it won’t affect the other cover provided under your policy. You can only add this benefit if you don’t already have it on any other policy with Zurich.
After your policy starts

Can I change my policy after it starts?

You can make a range of changes to the additional benefits and cover on your policy after it starts, so that it can remain suitable for you if your circumstances change.

The following changes are available:

- Increasing or reducing the amount of cover you have
- Changing your policy term
- Changing your claim period
- Changing the rate your policy increases if you’ve chosen increasing cover
- Removing the increasing cover option
- Changing your deferred period
- Changing the additional benefits on your policy
- Reviewing your premium if you’ve previously smoked.

Depending on the change, we may need to ask you about your personal circumstances to see if we’re willing to do this.

Your premiums are likely to change if you make a change to your policy.

Milestone benefit

Your policy may also include milestone benefit, which allows you to increase the amount of cover on your policy within 90 days of a significant life event (such as moving house, getting married or having a child). You won’t have to tell us about any changes in your personal circumstances at the time.

The most you can increase your cover by with this benefit is the lower of £20,000 per month or half of your original monthly benefit. You’ll need to be 54 years or younger when you make this change.

Milestone benefit will be included on your policy unless we specifically exclude it on your ‘Confirmation of terms’. For more information, see the ‘What changes can you make to your policy?’ section of the Zurich Income Protection terms and conditions.

Career break

Your policy also includes a career break option, which allows you to reduce your monthly benefit to as little as £250 per month for up to 52 weeks. You can do this once during the term of your policy. At the end of your career break your monthly benefit and premiums will be automatically increased back to their previous levels.

If you make a claim during your career break your monthly benefit will remain at the reduced level whilst you are incapacitated.
Cancelling your policy or making a claim

Can I change my mind and cancel?
Yes you can. When you first take out your policy, we’ll send details of how to cancel your policy if you’ve changed your mind. If you do cancel within the first 30 days, we’ll refund any premiums you’ve paid.

You can cancel your policy at any time by contacting us to let us know, but if this is after the first 30 days we won’t refund any premiums you’ve already paid.

How can I make a claim?
To make a claim, you, or the person dealing with your affairs, should contact us using the details below. We’ll confirm what information we need in order to process the claim as quickly as possible. You must tell us within six months of any claim you wish to make.

Call us on:
Tel. 0370 243 0827
(opening hours: 9am to 5pm, Monday to Friday)

Alternatively, go to the customer portal or visit us online at:
www.zurich.co.uk/life-insurance/claim

What about tax?
You won’t have to pay income tax on any income we pay you under this policy.
We’ve based this information on our understanding of current UK law and HM Revenue & Customs practice. Future changes in law and tax practice or individual circumstances could affect taxation.
Other information

How to complain
If you need to complain, please see the ‘How to contact us’ section on page 17.
You can ask us for details of our complaints 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
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

This service is free to you and you can find out more by contacting the Financial Ombudsman Service. You do not have to accept a decision by the Financial Ombudsman Service and you are free to go to court instead if you wish.

Compensation
We are 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
Telephone: 0800 678 1100 or 020 7741 4100
Website: www.fscs.org.uk

Financial strength
If you’d like to know more about our financial strength, including our Solvency and Financial Condition Report (SFCR) when available, please visit our website at www.zurich.co.uk/SFCR
Terms and conditions
This key features document gives a summary of the Zurich Income Protection policy. It doesn’t include all the definitions, exclusions or terms and conditions.

We’ll provide you with a copy of the full terms and conditions when your policy starts. If you would like a copy before then, please contact us direct.

We’ll let you know if there are any changes to the terms and conditions. For details of changes we can make, see the ‘Changes we can make to your policy’ section of the Zurich Income Protection terms and conditions.

Moving abroad
If you move abroad you need to tell us. This may result in you having tax obligations in that country. Please refer to the ‘Moving abroad’ section of the Zurich Income Protection terms and conditions.

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 will fully disclose it to you in line with our policy.

Law
The policy is governed by the law of England.

Our regulator
Zurich Assurance Ltd is an insurance company. We are 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. You can phone the FCA free from a landline on 0800 111 6768.

Communicating with you
Our policy documents and terms and conditions are in English and all communications with you will be in English.
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’d like everyone to find it easy to deal with us. Please let us know if you need information about our policies and services in a different format.

If you are a textphone user, we can answer any questions you have through a Typetalk operator. Please call us on 18001 01793 514514. Or, if you prefer, we can introduce you to a sign language interpreter.

How to contact us

If you want to contact us before you buy this policy you can phone or write:

Phone:  01793 514514
        Monday to Friday 8.30am – 6pm
        (excluding bank holidays)
        We may record or monitor calls to improve our service.
        An answerphone is in operation outside office hours.

Write to:  Zurich Assurance Ltd
          Tricentre One
          New Bridge Square
          Swindon
          SN1 1HN
          UK
Please let us know if you would like a copy of this in large print, braille, audio or CD.