

Your MortgageProtector Solo Mortgage Payment Protection Insurance - including Health, Employment and Legal Protector Policy Summary



This policy summary does not contain the full terms and conditions of the contract, which can be found in the policy document (PI/PS/003).

MortgageProtector Solo

MortgageProtector Solo is our Mortgage Payment Protection Insurance and Health, Employment & Legal Protector cover, which is suitable for mortgage borrowers where the mortgage agreement has been in force for more than 30 days.

Mortgage Payment Protection Insurance (MPPI)

Who is the insurer?

The insurer of this policy is Pinnacle Insurance plc. Cardif Pinnacle is a trading style of Pinnacle Insurance plc. Pinnacle Insurance plc is authorised and regulated by the Financial Services Authority. The administrator for this policy is PaymentsShield Limited.

What is MPPI?

MPPI is designed to protect your mortgage repayments and other household costs (the monthly benefit selected) if you are off work as a result of accident, sickness or unemployment. The maximum monthly benefit amount can be up to 65% of your gross monthly income or £2,000, whichever is lower, and will be shown on your certificate of cover.

You can select the type of cover you require from the following:

- AS - Accident and Sickness; or
- ASU - Accident, Sickness and Unemployment (including Carer Cover).

You can choose the qualification periods that best suit your needs from the options in tables 1 and 2 below, if you select ASU cover you can also choose a different qualification period for each type of cover.

To be eligible for this insurance you must at the start date:

- be at least 18 and under 64 years of age;
- have been working at least 16 hours per week in full-time employment for at least 12 continuous consecutive months or self-employment for at least 24 continuous consecutive months;
- work and live in the United Kingdom, the Channel Islands or the Isle of Man;
- comply with other underwriting criteria which may apply at the time of your application and will be explained at that time. These requirements will not affect you if you are already covered under this policy; and
- have a residential mortgage agreement that is not in arrears.

What are the features and benefits of MPPI?

The benefits we will pay depend on the type of cover and qualification period you choose. The following tables summarise the cover available to you.

Table 1 - Accident and Sickness (Disability) Cover

Features and benefits	Significant exclusions or limitations	Policy document section
<p>Option 1 - 30 day qualification period - Back to day 1 cover If you are continuously off work as a result of an accident or sickness for 30 consecutive days or more, we will pay the monthly benefit for the first 30 days that you are unfit to work. Thereafter, we will pay 1/30th of the monthly benefit for each continuous day you remain unfit for work.</p> <p>Option 2 - 30 day qualification period - Excess cover If you are continuously off work as a result of an accident or sickness for 30 consecutive days or more, we will pay from the 31st day onwards, 1/30th of the monthly benefit for each continuous day you remain unfit for work.</p>	<p>If you need to make a new claim you can do so after returning to work for 1 month in respect of an unrelated condition or 3 consecutive months in respect of the same or a related condition.</p> <p>The maximum number of payments per accident or sickness claim we will pay is 12 or 24, depending on which you have chosen - this will be confirmed on your certificate of cover.</p> <p>The maximum we will pay each month is £2,000 or 65% of your gross monthly income, whichever is less.</p>	<p>Accident and Sickness (Disability) Benefits - What is covered</p> <p>Accident and Sickness (Disability) Exclusions - What is not covered</p>

<p>Option 3 - 60 day qualification period - Back to day 1 cover If you are continuously off work as a result of an accident or sickness for 60 consecutive days or more, we will pay 2 monthly benefits for the first 60 days that you are unfit to work. Thereafter, we will pay 1/30th of the monthly benefit for each continuous day you remain unfit for work</p> <p>Option 4 - 60 day qualification period - Excess cover If you are continuously off work as a result of an accident or sickness for 60 consecutive days or more, we will pay from the 61st day onwards, 1/30th of the monthly benefit for each continuous day you remain unfit for work.</p> <p>Option 5 - 180 day qualification period - Excess cover If you are continuously off work as a result of an accident or sickness for 180 consecutive days or more, we will pay from the 181st day onwards, 1/30th of the monthly benefit for each continuous day you remain unfit for work.</p> <p>Your certificate of cover will show the qualification period you have selected.</p> <p>The monthly benefit will be paid monthly in arrears directly to you.</p>		
--	--	--

Table 2 - Unemployment Cover - this level of cover only applies if you have selected ASU

Features and benefits	Significant exclusions or limitations	Policy document section
<p>Option 1 - 30 day qualification period - Back to day 1 cover If you are continuously unemployed for 30 consecutive days or more, we will pay the monthly benefit for the first 30 days that you are unemployed. Thereafter, we will pay 1/30th of the monthly benefit for each continuous day you remain unemployed.</p> <p>Option 2 - 30 day qualification period - Excess cover If you are continuously unemployed for 30 consecutive days or more, we will pay from the 31st day onwards, 1/30th of the monthly benefit for each continuous day you remain unemployed.</p> <p>Option 3 - 60 day qualification period - Back to day 1 cover If you are continuously unemployed for 60 consecutive days or more, we will pay 2 monthly benefits for the first 60 days that you are unemployed. Thereafter, we will pay 1/30th of the monthly benefit for each continuous day you remain unemployed.</p> <p>Option 4 - 60 day qualification period - Excess cover If you are continuously unemployed for 60 consecutive days or more, we will pay from the 61st day onwards, 1/30th of the monthly benefit for each continuous day you remain unemployed.</p>	<p>If you need to make a new claim you can do so after returning to work for 3 consecutive months.</p> <p>The maximum number of payments per unemployment claim we will pay is 12.</p> <p>The maximum we will pay each month is £2,000 or 65% of your gross monthly income, whichever is less.</p> <p>Unemployment that you knew about, or had reason to believe would happen, when you took out this policy is excluded.</p> <p>Voluntary unemployment or unemployment due to your misconduct is also excluded.</p> <p>If you are made unemployed or told you will be made unemployed, during the first 120 days of the policy being in force your claim will not be accepted. This exclusion will not apply if:</p> <ul style="list-style-type: none"> (a) immediately prior to the start date you have an existing policy providing cover in the event of accident, sickness and unemployment (with a company other than us); (b) that policy is cancelled in place of this one; and 	<p>Unemployment Benefits - What is covered</p> <p>Unemployment Exclusions - What is not covered</p>

<p>Option 5 - 180 day qualification period - Excess cover If you are continuously unemployed for 180 consecutive days or more, we will pay from the 181st day onwards, 1/30th of the monthly benefit for each continuous day you remain unemployed.</p> <p>Carer cover We will also consider a claim for unemployment if you become a carer and receive 'Carer's Allowance' from the Department for Work and Pensions.</p> <p>Your certificate of cover will show the qualification period you have selected.</p> <p>The monthly benefit will be paid monthly in arrears directly to you.</p>	<p>(c) your monthly benefit under this policy does not exceed your original monthly benefit under your previous policy.</p> <p>If you meet (a) and (b) above, but not (c), we will pay up to your original monthly benefit, but we will not pay any increase.</p>	
---	---	--

Table 3 - Joint borrowers and additional cover

	Policy document section
<p>Joint Borrowers: if you have a joint mortgage you can choose to split the cover, the two percentages of the monthly benefit must add up to 100% and must not exceed 65% of each person's gross monthly income.</p> <p>You may also choose to cover up to an additional 33% of your mortgage repayment for other additional expenses such as life assurance premiums, shared ownership rental and building and contents insurance premiums.</p>	<p>Eligibility</p> <p>Definitions - monthly benefit</p>

Table 4 - General exclusions - applicable to all cover

	Policy document section
<p>Any claim that arises as a result of a medical condition that you knew about, or ought reasonably to have known about, is excluded. This exclusion will not apply if you have been symptom free and have not consulted a doctor or received treatment for the condition in the 12 months immediately prior to your claim.</p> <p>Any claim that arises from a self-inflicted injury, drugs or alcohol is excluded.</p> <p>Any claim that arises from backache, stress, nervous and mental conditions is excluded unless you are under the care of an appropriate medical specialist.</p>	<p>Accident and Sickness Exclusions - What is not covered</p> <p>Unemployment Exclusions - What is not covered</p>

Table 5 - Important information - applicable to all cover

	Policy document section
<p>Your right to cancel the policy You can cancel your policy at any time. If you cancel the policy within the "cooling off period"; which is within 30 days of the start date of this policy or the date you receive the policy documents (whichever is the later), you will receive a full refund of any premium you have paid, provided you have not made a claim. If you have made a claim or you cancel your cover after the statutory cooling off period you may not be entitled to any refund of premiums, in order to determine your eligibility for a refund please contact Paymentsshield at the address below.</p> <p>To cancel please contact Paymentsshield Customer Services Team, Paymentsshield Limited, PO Box 229, Southport PR9 9WU. Paymentsshield Customer Helpline: 0845 6011 050 (DDI 01704 518855) or enquiries@paymentsshield.co.uk.</p> <p>Premiums The amount you pay for cover may change during the time you have this policy. This may be because of:</p> <ul style="list-style-type: none"> • changes you request to your cover, such as changing your monthly benefit; or • changes to our expected future costs. We will only change your premium for this reason where there is a change to the specific factors we have set out in your policy, 	<p>Changing Your Mind - Your Cancellation Rights</p> <p>Premiums</p>

and that change results in our expected future costs being higher or lower than assumed when the premium was set. This may include changes to our expected future claims costs due to changes in economic conditions such as unemployment rates.

We will review your premium at least annually and you will be given at least 30 days' written notice of any alteration to the premium rates under this policy unless the change is due to legislative, tax or regulatory requirements.

We may review your premium more frequently than annually if it becomes necessary due to significant changes in any of the specific factors referred to above. Except where your premium is changed due to legislative, tax or regulatory requirements, the minimum period between consecutive changes will be 12 months.

As a result of the premium review, your monthly premium may go up, stay the same or go down, and there is no limit to the amount of any change. If a review results in an increase to your premium and you do not wish to pay the increase you can contact Paymentsshield to discuss your options or cancel.

Terms and Conditions

We may vary or waive the terms and conditions of this policy. This may be to:

- vary the cover provided under this policy because of changes to our expected future costs. We will only change your premium for this reason where there is a change to the specific factors we have set out in the "Premiums" section of your policy, and that change results in our expected future costs being higher or lower than assumed when the premium was set. This may include changes to our expected future claims costs due to changes in economic conditions such as unemployment rates;
- improve your cover;
- comply with any applicable laws or regulations;
- reflect any changes to taxation; or
- correct any typographical or formatting errors that may occur.

You will be given at least 30 days' written notice of any alteration to the terms and conditions of cover under this policy unless the change is due to legislative, tax or regulatory requirements.

Except where the terms and conditions of cover under this policy are changed due to legislative, tax or regulatory changes, the minimum period between consecutive changes will be 12 months.

Such changes may have the effect of increasing or reducing the cover previously provided under this policy. If you do not wish to continue your cover you can contact Paymentsshield to discuss your options or cancel.

Our right to cancel

We may cancel your insurance cover immediately where there is evidence of dishonest or exaggerated behaviour or where you have misrepresented or failed to disclose something at the time of application which would have caused us to decline you for cover.

We may cancel your insurance cover by giving not less than 90 days' written notice. We will only do this in the circumstances set out in your policy.

Period of insurance

The policy renews each month until the date your mortgage ends, your home is repossessed, the date you reach the age of 65 years or permanently retire, the date you die, the date you fail to pay the monthly premium when due or the date you, we or Paymentsshield Limited cancel this insurance, whichever happens first.

You should review your cover under this policy on a regular basis to ensure that your monthly repayments and any other household costs that you wish to include are adequately covered and that this policy continues to meet your needs. If your circumstances change you must notify the Paymentsshield Customer Helpline on 0845 6011 050.

Claims

To make a claim please write to Claims Department, Cardiff Pinnacle, Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire WD6 2XX or telephone 0845 201 1719 between 8.30am - 6.00pm Monday to Friday.

For all claims proof will be required from your employer, your doctor and/or the Department for Work and Pensions Jobcentre Plus (or equivalent government department in Northern Ireland, the Channel Islands or a European Union Member State).

Terms and Conditions

Our right to cancel

When does your policy end

Your Claim

<p>If you are self-employed, we will contact your accountant, bank and/or tax office for proof that you have ceased trading.</p> <p>We may also provide you with a Claimant Health Guide/Job Finder Guide and access to our Claims Support website www.support.cardifpinnacle.com. You may also be offered access to a CV rewriting service, a CD ROM, employment workshops and telephone support service.</p> <p>Complaints We hope that you will be very happy with the service you receive. However, if for any reason you are unhappy with it, we would like to hear from you.</p> <p>If you have a complaint about the sales advice received when this policy was sold please initially contact the person who arranged the cover for you.</p> <p>If you have a complaint about the administration of your insurance, in the first instance please call the Paymentshield Customer Helpline on 0845 6011 050.</p> <p>If your complaint is about a claim you have made please write to the Customer Relations Manager, Cardif Pinnacle, Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire WD6 2XX.</p> <p>If we cannot resolve your complaint to your satisfaction you may be entitled to complain to the Financial Ombudsman Service.</p> <p>Compensation We are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our liabilities you may be entitled to compensation from the FSCS. Further information is available from their website: www.fscs.org.uk</p>	<p>Back to work</p> <p>Promise of Service - Complaints Procedure</p> <p>Financial Services Compensation Scheme</p>
---	--

Health, Employment & Legal Protector (HELP) Cover

Who is the insurer?

The insurer of this cover is DAS Legal Expenses Insurance Company Limited. The Administrator for this insurance policy is Paymentshield Limited.

What is HELP insurance?

This cover helps you by providing legal advice and representation if you have a legal dispute in relation to employment or bodily injury claims.

What am I covered for?

Your HELP insurance provides legal expenses cover for the cost of negotiating your legal rights in respect of:

- Employment disputes
- Bodily injury disputes

It also provides free and confidential helpline services for Legal Advice, Health and Medical Information and Counselling 24 hours a day.

What am I not covered for?

We will not cover claims which result from or relate to:

- Disciplinary hearings or internal grievance procedures.
- Any illness or bodily injury which happens gradually or is not caused by a specific or sudden accident.
- Clinical negligence.
- Claims reported more than 6 months after you should have known about the incident.
- An accident or matter arising before the start date of your policy.

In all claims it must be more likely than not that you will recover damages or make a successful defence.

We will not cover any costs or expenses incurred before our written acceptance of a claim.

Costs are limited to £50,000 and this includes opponents costs. If you have a claim under this policy for something which is also covered by another insurance policy, we will only pay our rateable proportion of the costs incurred to the total amount of insurance covering the claim.

Unless we agree to start court proceedings or there is a conflict of interest, we are free to choose the representative.

How long does my HELP insurance run for?

Your HELP cover is provided as a free and standard feature of your MortgageProtector Solo policy, with the services available during the life of your Mortgage Payment Protection Insurance cover. Your HELP cover will end when your MortgageProtector Solo policy terminates.

How do I make a claim?

For claims in relation to legal expenses cover please call Paymentsshield Claims Team (the administrator) on 0845 6011 060 between 9.00am and 5.15pm Monday to Friday. If you wish to use the Legal Advice, Health and Medical information, and Counselling helplines please call 0845 6011 060 any time of day.

How do I make a complaint?

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, if you have a complaint about:

- The administration of your insurance, please call The Paymentsshield Customer Services Team on: 0845 6011 050 or write to: Paymentsshield Limited, PO Box 229, Southport, PR9 9WU.
- A claim you have made, please contact the Customer Relations Department on: 0117 934 0066 or write to: DAS Legal Expenses, Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol, BS1 6NH.

Full details of the HELP cover complaints process is contained in the 'Promise of Service - Complaints Procedure' section in the policy document.

We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may then be entitled to refer it to this independent body. Following the complaints procedure does not affect your right to take legal action. Further details of our complaints procedure can be found in your policy.

Would I receive compensation if DAS were unable to meet its liabilities?

We are members of the Financial Services Compensation Scheme ("FSCS"). You may be entitled to compensation from the scheme if we cannot meet our obligations depending on the type of insurance and circumstances of the claim.

Any premiums or premium refunds held by Paymentsshield Limited will be treated as held on behalf of the insurer.

Mortgage Payment Protection Insurance underwritten by Pinnacle Insurance plc.
Registered Office: Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire, WD6 2XX, United Kingdom.
Registered in England and Wales, Number 1007798.
A BNP Paribas Company and is authorised and regulated by the Financial Services Authority (FSA) under registration number 110866.

HELP Cover Underwritten by DAS Legal Expenses Insurance Company Limited.
Authorised and regulated by the Financial Services Authority under registration no 202126.

Paymentsshield Limited is authorised and regulated by the Financial Services Authority (FSA) under registration number 312708.

You can check the above on the FSA website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

Telephone calls to Paymentsshield may be recorded for security purposes and monitored under our quality control procedures.