



# IncomeShield

## Short Term Income Insurance With Employment Legal Protection including Health Assistance Policy Summary

**This policy summary does not contain the full terms and conditions of the contract, which can be found in the policy document COV/PS/004.**

### Who Is The Insurer?

The insurer of this policy is Covea Insurance plc. Covea Insurance plc is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority.

The insurance for Employment Legal Protection including Health Assistance is supplied by Motorplus Limited t/a Coplus and is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

The administrator for this policy is Paymentshield Limited.

### What is Incomeshield?

Incomeshield is designed to protect your income in the event of an accident, sickness and/or unemployment (depending on the levels of cover selected by you). The maximum monthly benefit amount can be up to 65% of your gross monthly income or £2,000, whichever is lower. Your monthly benefit will be shown on your certificate of cover.

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

- Accident, Sickness and Unemployment cover
- Accident and Sickness cover
- Unemployment cover

You can choose the qualification periods that best suit your needs from the options in tables 1 and 2 below.

### Eligibility

To be eligible for this insurance you must:

- be 18 years or over but less than 64 years of age;
- be working for at least 16 hours per week and live in the United Kingdom;
- have been in full-time employment with the current employer for at least 6 continuous consecutive months, working under a fixed-term contract with the current employer for at least 24 continuous consecutive months or self-employment for at least 6 continuous consecutive months, immediately before the start date.

In addition to the eligibility requirements above, we will use the information supplied by you in your application for this policy in making our decision to offer you cover under this policy.

### If you are self-employed:

You should pay particular attention to the definitions of "self-employment", "ceased trading" and the "Your Claim" Section in the policy document. This is to ensure that you meet the requirements and understand the circumstances for making an unemployment claim and the evidence you would need to provide.

In order to make a successful unemployment claim, you will need to provide us with:

- confirmation from your accountant that you had involuntarily ceased to trade and your business has insufficient assets to meet its debts and liabilities; and
- evidence that you have submitted your final closing accounts for your business to HMRC; and
- evidence that your business has been put in the hands of an insolvency practitioner; or
- evidence that your business is or being dissolved and final closing accounts have been prepared or are being prepared and submitted to HMRC.

To make an accident or sickness claim, you must not be receiving any form of payment from or be helping, managing or carrying on any part of the running of the business whilst you are claiming;

### If you work under a fixed-term contract:

You should pay particular attention to the definition of "fixed-term contract", "Unemployment Benefit - What is covered, (vii)" Section and the "Your Claim" Section in the policy document. This is to ensure you understand the situations in which you would be entitled to make an unemployment claim and the criteria you would need to meet if your contract was either terminated early or not renewed.

### What are the features and benefits of Short Term Income Insurance?

The benefits we will pay depend on the level of cover and qualification period you choose. The following tables summarise the cover available to you. This policy has a two month deferred premium payment period.

**Table 1 - Accident and Sickness (Disability) Cover - only applies if it is specified in your certificate of cover**

| Features and Benefits  | Significant Exclusions and Limitations  | Policy Document Section   |
|--|---|---|
| <p>Your certificate of cover will show the qualification period you have selected.</p> <p><u>Option 1 - 30 day qualification period - Back to day 1 cover</u><br/>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><u>Option 2 - 30 day qualification period - Excess cover</u><br/>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><u>Option 3 - 60 day qualification period - Excess cover</u><br/>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><u>Option 4 - 90 day qualification period - Excess cover</u><br/>If you are continuously off work as a result of an accident or sickness for 90 consecutive days or more, we will pay from the 91st day onwards, 1/30th of the monthly benefit for each continuous day you remain unfit for work.</p> <p><u>Option 5 - 180 day qualification period - Excess cover</u><br/>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> | <ul style="list-style-type: none"> <li>• If you need to make another 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.</li> <li>• 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.</li> <li>• The maximum we will pay each month is £2,000 or 65% of your gross monthly income, whichever is less.</li> <li>• Any claim that arises as a result of a condition which medical evidence shows you knew about, or have been aware of at the start date, 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, for at least 12 months after the start date.</li> <li>• Any claim that arises from a self-inflicted injury, drugs or alcohol is excluded.</li> </ul> | <p>Accident and Sickness (Disability) Benefits - What is covered</p> <p>Accident and Sickness (Disability) Exclusions - What is not covered</p> |

|  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"> <li>Any sickness which happens within the initial exclusion period. Your certificate of cover will confirm the exclusion period which applies to your policy.</li> </ul> |  |
|--|---|--|

Table 2 - Unemployment Cover - only applies if it is specified in your certificate of cover

| Features and Benefits   | Significant Exclusions and Limitations   | Policy Document Section  |
|---|--|--|
| <p>Your certificate of cover will show the qualification period you have selected.</p> <p><u>Option 1 - 30 day qualification period - Back to day 1 cover</u><br/>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><u>Option 2 - 30 day qualification period - Excess cover</u><br/>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><u>Option 3 - 60 day qualification period - Excess cover</u><br/>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><u>Option 4 - 90 day qualification period - Excess cover</u><br/>If you are continuously unemployed for 90 consecutive days or more, we will pay from the 91st day onwards, 1/30th of the monthly benefit for each continuous day you remain unemployed.</p> <p><u>Option 5 - 180 day qualification period - Excess cover</u><br/>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><u>Carer cover</u><br/>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 Jobcentre Plus.</p> | <ul style="list-style-type: none"> <li>If you need to make another claim you can do so after returning to work for 3 consecutive months.</li> <li>The maximum number of payments per unemployment claim we will pay is 12.</li> <li>The maximum we will pay each month is £2,000 or 65% of your gross monthly income, whichever is less.</li> <li>Benefits will not be payable if your claim results from any unemployment which follows any announcement or action by your employer prior to the start date in relation to the department or division of the business in which you work, and which relates to any redundancies, employee consultations, restructures, mergers or reorganisations that have led or could lead to compulsory job losses, mandatory reduced working hours or mandatory reduction in salary.</li> <li>Any unemployment you were advised of (verbally or in writing) or which happens within the initial exclusion period of 120 days of the start date. This will be reduced to 60 days if you are a new borrower. Your certificate of cover will confirm what initial exclusion period applies to your policy.</li> <li>We will not pay the increase in your monthly benefit if your claim results from any unemployment you were advised of (verbally or in writing) or which happens within the initial exclusion period of 120 days of the date you applied to increase your monthly benefit or change your type of cover. This will be reduced to 60 days if you are a new borrower. Your certificate of cover will confirm what initial exclusion period applies to your policy.</li> <li>Voluntary unemployment or unemployment due to your misconduct, poor performance, fraud, or dishonesty is also excluded.</li> <li>There are certain circumstances where we may waive the initial exclusion period. Your certificate of cover will confirm the exclusion period which applies to your policy. In some circumstances the initial exclusion period may only be waived for a part of the amount of monthly benefit you insure. If this applies to your policy it will be set out in your certificate of cover.</li> <li>In the case of an unemployment claim you must satisfy the definition of unemployment set out in the "Definitions" Section of the policy (and if you were self-employed, you must have involuntarily ceased trading).</li> <li>Any unemployment resulting from any condition excluded under the "Accident and Sickness Exclusions - what is not covered" section.</li> </ul> <p>We will not pay benefits under this policy for a carer cover claim if at the start date:</p> <ul style="list-style-type: none"> <li>your immediate family member was in receipt of any disability benefit for his/her condition as described by the Department of Work and Pensions Jobcentre Plus; or</li> <li>you were in receipt of Carer's Allowance in relation to your immediate family member's disability, as described by the Department of Work and Pensions Jobcentre Plus.</li> </ul> | <p>Unemployment Benefits - What is covered</p> <p>Unemployment Exclusions - What is not covered</p> <p>Definitions</p> |

Table 3 - Important Information - applicable to all cover

| Important Information   | Policy Document Section                              |
|---|--|
| <p><u>Your Right to Cancel the Policy</u><br/>           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: 0345 6011 050 or enquiries@paymentsshield.co.uk.</p>  | <p>Changing Your Mind - Your Cancellation Rights</p> |
| <p><u>Premiums</u><br/>           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"> <li>• changes you request to your cover, such as changing your monthly benefit;</li> <li>• 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 document, 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.</li> </ul> <p>We will review your premium at least annually, at this time your premium may go up, stay the same or go down. There is no limit to the amount of any change. 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.</p> <p>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 6 months.</p> <p>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 your policy.</p> | <p>Premiums</p>                                      |
| <p><u>Terms and Conditions</u><br/>           We may vary or waive the terms and conditions of this policy. This may be to:</p> <ul style="list-style-type: none"> <li>• 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;</li> <li>• improve your cover;</li> <li>• comply with any applicable laws or regulations;</li> <li>• reflect any changes to taxation; or</li> <li>• correct any typographical or formatting errors that may occur.</li> </ul> <p>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.</p> <p>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 6 months.</p> <p>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.</p>                                  | <p>Terms and Conditions</p>                          |
| <p><u>Period of Insurance</u><br/>           The policy renews each month until the date you reach the age of 65 years, the date you 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.</p> <p>You may consider it appropriate to review the level of benefit provided by your income protection insurance on a regular basis to ensure that you are adequately covered and that this policy continues to meet your needs. If your circumstances change you must notify the Paymentsshield Customer Helpline on 0345 6011 050.</p>   | <p>When Does Your Policy End</p>                     |



- Your death or personal injury
- Disputes arising from your contract of employment entered into by you for your work as an employee or an alleged breach of your rights in connection with prospective employment

#### Telephone Legal Advice Helpline

Confidential telephone advice about any personal legal problem in the UK.

#### European Legal Advice Service

Confidential legal advice over the phone on any personal legal problem, under the laws of the EU, Switzerland and Norway.

#### Health & Medical Information Service

Non-diagnostic information about health and fitness, and details of self-help groups and family health service associations. This includes information relating to allergies, drugs and their side effects, patient rights, social security and social service matters, and hospital waiting lists. We do not provide diagnostic advice or information.

#### Counselling Service

Confidential telephone counselling including reference to professional or voluntary services.

To contact all the above helpline services, phone: **01603 420033**, quoting the reference **Employment Legal Protection**. To help us monitor service standards, telephone calls (except those to the Counselling Service) may be recorded.

#### Significant Exclusions or Limitations

The policy does not cover:

- Any illness or bodily injury which happens gradually or is not caused by a specific or sudden accident (Personal Claims)
- Your alleged dishonesty or alleged violent behaviour (Both Sections)
- Your business, profession or trade outside employment (Employment)
- Written or verbal remarks which damage your reputation (Both Sections)
- Disciplinary hearings and internal grievance procedures (Employment)
- Clinical Negligence claims (Personal Claims)

#### How to Make a Complaint

We hope that **you** are completely happy with this **policy** and the service that **you** receive, however if **you** do have any reason to make a complaint, please contact **us**.

If **your** complaint relates to the sale of this **policy**, please contact **your** insurance broker.

If **your** complaint relates to a claim, please contact **us** at:

Quality Assurance Manager  
Coplus  
Floor 2  
Norfolk Tower  
48-52 Surrey Street  
Norwich  
NR1 3PA

Telephone: 0333 241 9560

It will assist **us** in handling **your** complaint quickly if **you** can please have **your** claims reference available when **you** contact **us**.

If for any reason it is not possible for **us** to reach an agreement, **you** have the right to make an appeal to the Financial Ombudsman Service. This applies if **you** are an individual, or in a business capacity if **your** annual turnover is up to EUR 2,000,000 (or equivalent in sterling) and **you** have fewer than 10 members of staff. **You** can contact the Financial Ombudsman Service at:

The Financial Ombudsman Service

Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)