

Payment protection - policy summary

The information below is a summary of your insurance, Please see the policy document for full details of the cover provided.

1 Who provides your insurance policy

The insurance for disability, unemployment, hospitalization and critical illness is provided by Financial Insurance Company Limited (registered in England number: 1515187).

The insurance for life cover is provided by Financial Assurance Company Limited (registered in England number: 4873014).

Both Financial Insurance Company Limited and Financial Assurance Company Limited are limited by shares, and their registered offices are at Vantage West, Great West Road, Brentford, Middlesex, TW8 9AG

2 The cover you receive.

This policy covers you for death, disability, unemployment, hospitalisation and critical illness.

3 You are covered for.

Your cover is valid for one month at a time. We automatically renew it every month until:

- it is cancelled;
- your credit agreement ends;
- you miss paying three monthly premiums in a row; or
- you die whichever happens first.

4 Your circumstances – keeping us informed

To be eligible for cover under the policy, you must be aged 18 or over and under 70. Your cover may be affected if your personal circumstances change. To make sure this policy continues to meet your needs, please contact GE Capital Bank at PO Box 700, Leeds, LS99 2BD or phone 0870 126 2621.

5 What cancellation period is there?

If you are not satisfied with your cover, please call 0870 513 4698 (for Storecards) or 0870 126 2619 (for MasterCards), to cancel your cover, alternatively write to the Bank at GE Capital Bank, PO Box 700, Leeds, LS99 2BD, within 30 days of the start date or, if later, the date you receive your policy document.

If you do not cancel your policy within 30 days of the start date or, if later, the date you receive your policy document, your policy will stay in force and may then only be cancelled by you, the bank or us by giving 30 days notice in writing. The bank will not refund any of your monthly premium if it receives notice to cancel after 30 days from the start date of your policy.

6 What are the significant features and benefits of this policy?

Disability benefit (sickness or injury)

This benefit is not available if you are aged 65 or over or if you are permanently retired. We will pay a monthly benefit (10% of your statement balance) for every 30 days in a row of continuous disability until:

- the end date;
 - you stop being disabled; or
 - the statement balance has been paid for any one disability claim;
- whichever happens first.

Unemployment benefit

This benefit is not available if you are aged 65 or over or if you are permanently retired.

Pay as you earn (PAYE)

If you are working and become unemployed after the start date, we will pay a monthly benefit (10% of your statement balance) for every 30 days in a row of continuous unemployment until:

- the end date;
 - you stop being unemployed;
 - we pay 12 monthly benefits; or
 - the statement balance has been paid for any one unemployment claim;
- whichever happens first.

Self-employed

If you are self-employed and want to make an unemployment claim, your business:

- must have stopped trading;
- be in the process of being wound up;
- be under the control of an insolvency practitioner; or
- be a partnership which has been, or is in the process of being, dissolved.

Temporary work

If you become unemployed and put forward a successful claim for unemployment benefits under this policy, and you want to start temporary work which is for less than six months, this will not affect your entitlement to benefits under the policy. However, during that period we will suspend your claim.

Carers

If you become unemployed as a result of becoming a carer, we will consider an unemployment claim if you can provide evidence that you receive Carer's Allowance.

Fixed-term contracts

If your fixed-term contract ends, you will be able to make an unemployment claim if you have been in continuous work with the same employer for at least 24 months and your contract has been renewed at least twice.

Life cover

This benefit is available if you are aged 18 or over but under 70. If you die between the start date and the end date, we will pay the statement balance, up to £30,000.

Critical illness

This benefit is not available if you are aged 65 or over or if you are permanently retired. If you are diagnosed as critically ill or operated on for a critical illness (as appropriate) after the start date and before the end date, we will pay the statement balance, up to £30,000.

Hospitalisation

This cover is available if you are aged 65 or over or if you are permanently retired. If you are hospitalized after the start date and before the end date for at least 14 days in a row, we will pay a monthly benefit (10% of your statement balance). We will continue to pay a monthly benefit for every 30 days in a row that you stay in hospital until:

- the end date;
- you leave or the statement balance has been paid for any one hospital claim;

Whichever happens first.

7 What are the significant or unusual exclusions and limitations of this policy?

As with most insurance policies, exclusions and limitations apply. The list provided is not full, but highlights exclusions and limitations which may be considered significant.

Disability and hospitalisation benefit

We will not pay you disability or hospitalisation benefits arising from:

- any pre-existing medical condition;
- back conditions;
- mental conditions including stress;
- normal pregnancy and childbirth;
- chronic conditions;
- any disability resulting from war;
- cosmetic surgery;
- self-inflicted injuries; or
- drug or alcohol abuse.

We may ask you to provide ongoing evidence in support of your continuing disability. We will not pay benefit if the claim happens within 30 days of the start date. **Please see section 3 of the policy document for full details of exclusions under this cover.**

Unemployment benefit

You will not be covered if:

- you are aware of any pending unemployment;
- the unemployment occurs within 30 days of the start of the policy;
- you resign or if you take voluntary unemployment.

Please see section 3 of the policy document for full details of exclusions under this cover.

Life benefit

We may not pay your claim if your death results from suicide or self-inflicted injuries within 12 months of the date when the cover started. **Please see section 3 of the policy document for full details of exclusions under this cover.**

Critical illness benefit

We will not pay critical illness benefits for any pre-existing medical condition, or if you are diagnosed as critically ill or operated on for a critical illness within 90 days of the start date. **Please see section 3 of the policy document for full details of exclusions under this cover.**

8 What to do if you want to make a claim

You should contact us at Financial Insurance Company Limited, Vantage West, Great West Road, Brentford, Middlesex, TW8 9AF, or phone us on 0870 400 4713 to ask for a claim form.

9 What to do if you want to make a complaint

We set ourselves high standards. However, if you are not satisfied with our service, please tell us. If you follow the procedure set out below, we will deal with your complaint in the most efficient way possible. First, please contact:

The Company Secretary
Financial Insurance Company Limited
Vantage West,
Great West Road
Brentford
Middlesex
TW8 9AG



Or you can phone us on 0870 400 4870 to have your call directed to an appropriate person. You should give details of the policy number or claims reference number so that we can deal with your complaint as quickly as possible.

If you are still not happy or the problem has not been solved to your satisfaction, you may refer it to:

The Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London,
E14 9SR.
Phone 0845 080 1800.

If you complain, it will not affect your legal rights. Unless we agree in writing before the start date, English law will apply.

10 Financial services compensation scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our responsibilities. This depends on the type of business and the circumstances of the claim. If we are not able to meet our responsibilities, the FSCS covers you for

100% of the first £2,000 and 90% of the rest of the claim, without any upper limit.

You can get more information about compensation scheme arrangements from the FSCS at www.fscs.org.uk or by phoning 020 7892 7300.

PAYMENT PROTECTION INSURANCE INFORMATION

Who regulates us?

GE Capital Bank Ltd is authorised and regulated by the Financial Services Authority. GE Capital Bank Ltd’s head office is at 6 Agar Street, London, WC2N 4HR. You can check this on the FSA’s register by visiting the FSA’s website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234.

Which companies do we deal with?

In relation to Payment Protection Insurance for this Account, GE Capital Bank Ltd. is contractually obliged to deal only with Financial Insurance Company Ltd & Financial Assurance Company Ltd. GE Capital Bank Ltd. may deal with other insurers in relation to credit facilities provided by other suppliers. A full list of insurers is available on request.

Demands and Needs Statement

Your Insurance Requirements

FSA requires us to provide you with this statement of your demands and needs. You have applied for an Account with GE Capital Bank Ltd and you would like to take out insurance to protect your financial obligations under the credit agreement. The package of insurance benefits we offer depends on your age and employment status. These benefits are described in the policy summary. Briefly they are:

Customer Status	Applicable cover
Age 18-64 working in paid employment for at least 16 hours a week or self-employed.	- Disability (sickness or injury) - Unemployment - Life Cover - Critical Illness
Age 65 – 69 Or permanently retired and age less than 70	- Life Cover - Hospitalisation Cover

You should carefully consider the relevant benefits and exclusions described in the policy summary. If you proceed with your purchase of Payment Protection Insurance it should be on the basis that these accurately reflect your insurance requirements.

Please note that we are not providing you with any advice on insurance cover and we are not recommending any policy to you.



Complaints

We set ourselves high standards, but if you are not satisfied with our insurance service, please tell us by writing to Insurance Administration Department, GE Capital Bank Limited, PO Box 700, LS99 2BD. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Compensation

GE Capital Bank Ltd is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. In respect of our obligations to arrange your Payment Protection Insurance, FSCS will pay 100% of the first £2,000 of any loss you suffer as a result of our failure to meet these obligations and 90% of the remainder of your claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

It is possible to choose the law applicable to your policy and the insurers propose to choose English Law (unless you ask for another law and the insurers agree to this before you start the cover). The parties do not intend any term of the insurance contract to be enforceable pursuant to the Contracts (Rights of Third Parties) Act 1999. If you would like more information please call the helpline on 0870 126 2621 (Telephone calls may be recorded). If you have special needs and would like a large text or taped version of this information please phone the Disability Helpline on 0870 400 4768 or Disability Textphone on 0870 400 4769.