

# Payment Protection Plan 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, hospitalisation and critical illness is provided by Financial Insurance Company Limited (registered in England number: 1515187). Financial Insurance Company Limited is authorised and regulated by the Financial Services Authority. Its FSA registration number is 202639.

The insurance for life cover is provided by Financial Assurance Company Limited (registered in England number: 4873014). Financial Assurance Company Limited is authorised and regulated by the Financial Services Authority. Its FSA registration number is 229586.

Both Financial Insurance Company Limited and Financial Assurance Company Limited are limited by shares, and their registered offices are at Building 11, Chiswick Park, Chiswick High Road, London, W4 5XR.

## 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 0871 522 5651. (Calls may be recorded or monitored. Calls cost 10p per minute plus network extras.)

## 5. What cancellation period is there?

If you are not satisfied with your cover, please call 0871 522 5651 to cancel it. (Calls may be recorded or monitored. Calls cost 10p per minute plus network extras.)

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 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 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 hospitalised 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 to support 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 unemployment;
- the unemployment happens within 30 days of the start of the policy; or
- you resign or 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, Building 11, Chiswick Park, Chiswick High Road, London, W4 5XR, 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. If you are not satisfied with the service of GE Capital Bank, please write to Customer Services, GE Capital Bank Ltd, PO Box 700, LS99 2BD. If you are not satisfied with the service of Financial Insurance Company Limited, please write to:

The Company Secretary,  
Financial Insurance Company Limited,  
Building 11,  
Chiswick Park,  
Chiswick High Road,  
London,  
W4 5XR

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 to help with the speedy handling of your enquiry. If your complaint cannot be settled in this way, you may be entitled to refer the matter 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 agreed in writing before commencement of the policy, English law shall 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 circumstances of the claim. If we are not able to meet our responsibilities the FSCS will pay 100% of the first £2,000 and 90% of the remainder of the claim. You can get more information about compensation scheme arrangements from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by phoning 020 7892 7300.