

# Loan and Payment Protection Insurance Insurance Product Information Document



## Company: Paymentcare Limited

Paymentcare Limited are authorised and regulated by the Financial Conduct Authority under reference number 314574.

## Product: Loan and Payment Protection Insurance

This document is a summary of the key information relating to this Loan and Payment Protection Insurance. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

### What is this type of insurance?

Loan and Payment Protection Insurance to help protect a proportion of your monthly income or loan repayment if you become unemployed through no fault of your own or you cannot work due to an accident or sickness



#### What is insured?

You will receive the agreed monthly payment, subject to the limits of the cover, if:

- ✓ You are made redundant (involuntary unemployment).
- ✓ You are unable to work due to an accident.
- ✓ You are unable to work due to sickness.
- ✓ If you are self-employed you will be insured if you have permanently ceased to trade due to circumstances entirely beyond your control.
- ✓ You suffer an accidental death during the period of cover.
- ✓ If you are a contract worker and you are made unemployed due to circumstances beyond your control you will be insured if you have been employed on a renewable fixed term contract of at least 13 consecutive weeks with the same employer for more than 2 consecutive years or on an annual contract which has been renewed.



#### What is not insured?

No payments will be made if you are unable to work or no longer work for any of the following reasons:

- ✗ A medical condition for which you have suffered from symptoms or received treatment from a doctor or consultant in the 12 month period immediately prior to the start date.
- ✗ A medical condition that might prevent you from working, which you were aware of prior to taking out this insurance.
- ✗ Voluntary unemployment.
- ✗ Unemployment as a result of your misconduct.
- ✗ If you are self-employed and your company temporarily ceases to trade.
- ✗ Any cause that you were aware of prior to taking out this insurance.
- ✗ If you fail to pass a trial or probationary period conditional to your continued employment.
- ✗ If your fixed-term contract ends and is not renewed
- ✗ Your normal employment is casual, temporary or seasonal.
- ✗ Any claim in any way caused by or resulting from:
  - i) SARS-CoV2 (Severe Acute Respiratory Syndrome Coronavirus 2);
  - ii) COVID 19 (a new strain of SARS-CoV2);
  - iii) and mutation or variation of either SARS-Cov2 or COVID 19;
  - iv) period of isolation either voluntary or enforced as a result of i,ii or iii.



#### Are there any restrictions on cover?

- ! The amount paid each month is dependent upon the level of cover you selected and stated on your policy schedule.
- ! The maximum monthly payment is £2,000 or 65% of your normal income, whichever is the lower. You can apply for additional cover of up to 25% of your monthly loan payment subject to the maximum monthly payment allowable above.
- ! The maximum number of monthly payments is 12.
- ! The accident or sickness that prevents you from working must be certified by a doctor in the UK.
- ! Payments will not commence until any waiting and/or excess period has expired.
- ! No payments will be made if the cause of your unemployment arises during the initial exclusion period.

- ! No payments will be made for unemployment unless and until you have registered and signed on at a Job Centre.
- ! You cannot be covered under this policy if on the start date you are not personally named on the loan agreement.
- ! An accident or sickness condition relating to stress, anxiety or depression needs to be verified by a consultant psychiatrist.
- ! An accident or sickness relating to back or spinal related conditions need to be verified by a consultant and accompanied by radiological evidence such as an MRI or X-Ray.



### Where am I covered?

- ✓ You are covered whilst you work and reside in the United Kingdom.



### What are my obligations?

- You should take reasonable care to give us complete and accurate answers to any questions we reasonably ask whether you are taking out or making changes to your policy.
- You should also tell us about any changes to the policy that may require us to change the terms.
- You should tell us about any incident that may result in a claim as soon as possible so we can tell you what to do next and help resolve any claim.
- If you need to make a claim, you must give us all the information we need.



### When and how do I pay?

- The premium is paid in monthly instalments at no extra charge.



### When does the cover start and end?

- The start and end dates of your cover are the dates you selected on your application and will be shown on your insurance policy schedule.



### How do I cancel the contract?

- If you take out cover and then change your mind, you can write to us within the first 30 days of cover and we will cancel your policy and refund your premium. Thereafter you may cancel your cover at any time by providing us with written cancellation notice but no premium refund will be made.