

## Policy Summary

# Keystone

### Regular Commitments Protection

Your Keystone Policy is underwritten by certain Underwriters at Lloyd's  
Your Keystone Policy is administered by MMS (MMS is a trading name of Marketing & Management Services Ltd)

## POLICY SUMMARY

This policy summary contains key information about Keystone, which you should read carefully. Please note that it does not contain the full terms and conditions and exclusions of cover, these can be found in the certificate of insurance (also known as the policy document). A specimen certificate of insurance is available on request.

## WHAT IS KEYSTONE?

Keystone can help you with your mortgages, loans and other commitments if you become unemployed or you have an accident or sickness (otherwise known as disability). During the lifetime of your policy you can alter the different commitments that you protect and also the level of cover that applies.

### You can choose:

- Accident & sickness cover, unemployment cover or both.
- A maximum single claim limit of 12 or 18 months.
- A waiting period of 30, 60 or 90 days, which is the number of days you will have to qualify before the first monthly payment is made.
- The commitments you want to cover. (***A list of the commitments that you can cover is shown in the certificate of insurance.***)

## ARE YOU ELIGIBLE?

To take out this cover you must be:

- Aged 18 and over and under 63,
- In paid full-time active work (for at least 16 hours per week) and have completed any probationary period and living in the UK. Any form of temporary work including, but not limited to, agency work, seasonal work, zero hours contract, overarching contract, irregular work or work that is not guaranteed does not qualify as full-time work,
- Named as a person responsible for and regularly pay the commitments covered,
- Not self-employed,
- Unaware of any impending disability or unemployment and able to sign the declaration without any reservation or qualification. (***Please also refer to "what is not covered? (Exclusions)" on page 2 of this document.***)  
(***For the full list of Exclusions, please refer to the certificate of insurance.***)

## COVER & BENEFITS

### Accident & Sickness Cover

If your doctor declares that you are unfit to work for a period longer than the waiting period we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a calendar monthly basis, as long as your doctor continues to declare you unfit to work. For part months at the end of a claim we will pay 1/30<sup>th</sup> of the monthly benefit for each eligible day.

#### ***Example of waiting period:***

Mr X last works on 4<sup>th</sup> April 2017 when he has an accident. He is declared unfit to work by a doctor on 5<sup>th</sup> April 2017. The chosen waiting period is 30 days, which will start from 5<sup>th</sup> April 2017 (the day he is declared unfit to work). His claim will be paid from 5<sup>th</sup> May 2017.

### Involuntary Unemployment Cover for employees:

If you become unemployed and have a continuous Jobseeker's agreement for longer than the waiting period we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a calendar monthly basis, as long as you remain unemployed and have a Jobseeker's agreement. For part months at the end of a claim we will pay 1/30<sup>th</sup> of the monthly benefit for each eligible day. (***For the full definition of Jobseeker's agreement, please refer to the certificate of insurance.***)

#### ***Example of waiting period:***

Mr X is made unemployed and he works his notice period. His last day of service is 4<sup>th</sup> March 2017. He registers at the Jobcentre for a Jobseeker's agreement on 7<sup>th</sup> March 2017. The chosen waiting period is 60 days, which will start from 7<sup>th</sup> March 2017 (the day he has a Jobseeker's agreement). His claim will be paid from 6<sup>th</sup> May 2017.

If you have any payment in lieu of notice your waiting period will not begin until after your payment in lieu of notice has ended. **(For the full definition of payment in lieu of notice, please refer to the certificate of insurance).**

**Example of payment in lieu of notice:**

Mr X is made unemployed. His last day of service is 31<sup>st</sup> December 2016 and he receives payment in lieu of notice for 3 months that ends on 31<sup>st</sup> March 2017. The chosen waiting period is 30 days, which will start from 1<sup>st</sup> April 2017 (the day after the paid notice ended). His claim will be paid from 1<sup>st</sup> May 2017.

**Involuntary Unemployment Cover for contract workers:**

If you were employed on a contract basis, other than fixed term, and you become unemployed and have a continuous Jobseeker's agreement for longer than the waiting period we will pay one month's benefit. After this we will continue to pay the benefit you are entitled to on a calendar monthly basis, as long as you remain unemployed and have a Jobseeker's agreement. For part months at the end of a claim we will pay 1/30<sup>th</sup> of the monthly benefit for each eligible day. **(For the full definition of Jobseeker's agreement, please refer to the certificate of insurance. You should also read the definitions in the certificate of insurance headed 'Full Time Permanent' and 'Full Time Semi Permanent' that relate to contract workers).**

If you have any payment in lieu of notice your waiting period will not begin until after your payment in lieu of notice has ended (see example above).

**(For the full definition of payment in lieu of notice, please refer to the certificate of insurance).**

**WHAT IS NOT COVERED? (EXCLUSIONS)**

**The main reasons we decline to pay some claims for Accident and Sickness (Disability):**

- ❖ Stress, anxiety, depression, fatigue or any other mental or nervous disorders or conditions of a psycho-neurotic origin, unless diagnosed by and under the continuing supervision of a registered Consultant Psychiatrist.
- ❖ Any condition where you sought or received treatment in the 12 months prior to the start date of your policy. This exclusion will not apply if you are continuously insured under your policy, remain symptom free and do not consult a doctor or receive treatment for the condition, for a period of 24 months following the start date of your policy **(for the full definition, please refer to the certificate of insurance).**
- ❖ The normal course of pregnancy **(for the full definition, please refer to the certificate of insurance).**
- ❖ Alcohol or drug abuse.

**The main reasons we decline to pay some claims for Involuntary Unemployment:**

- ❖ Not having a valid Jobseeker's agreement with the Jobcentre.
- ❖ Being aware of any impending unemployment at the start date of your policy or becoming aware within 60 days following the start date.
- ❖ If unemployment is voluntary or employment is temporary, seasonal, irregular or not guaranteed.
- ❖ Not available for and actively looking for work and are unable to provide third party documentation to support this.
- ❖ A fixed term contract has completed the duration of its guaranteed period of work.
- ❖ Becoming a carer for someone other than your immediate family or you are not in receipt of Carer's Allowance.
- ❖ You were self-employed.

**(For full details of all of the exclusions that apply to this policy, please refer to the certificate of insurance).**

**WHAT IS THE DURATION OF MY COVER AND HOW / WHEN DOES MY COVER END?**

Premiums are collected monthly and for every month that you honour your direct debit we will automatically renew your cover.

**Cover ends and all monthly benefits will stop when one of the following occurs:**

- ❖ You are 65 or reach Government retirement age, whichever occurs first.
- ❖ You become self-employed.
- ❖ You fail to pay your monthly premium.
- ❖ You retire.
- ❖ We receive your signed cancellation instruction, which you can do without notice at any time.
- ❖ We give you notice that the cover is to end.
- ❖ You die.

**IMPORTANT POINTS TO REMEMBER**

We will write to you annually confirming the details of your cover, but it is your responsibility to regularly review your cover details and advise us of any changes.

The maximum monthly benefit amount can be up to 90% of your monthly net income or £3,000 per month, whichever is the lower.

In some circumstances, the amount of monthly benefit you receive under this policy may affect your entitlement to state benefit. Your local Jobcentre will be able to provide you with further information.

If you make a claim you will be required to prove the amounts of all of the commitments you have covered and to prove your date of birth.

Alterations to cover or premium will only apply after you have advised us. No alteration will be backdated under any circumstances.

We can change the terms of your cover, alter your premiums or terminate your cover. We will give you a minimum of 30 days' notice.

## CAN THE COVER BE CANCELLED?

Provided you have not claimed and you send us a signed written request within 30 days of us issuing the certificate of insurance, we will cancel your cover and return any premium paid. Thereafter, you can cancel at any time by sending us a signed written request but no refund of premium will apply.

## CLAIMS

All claims enquiries including notice of a new claim should be addressed to: Claims Department, MMS, Melbourne House, Melbourne Street, Farsley, Pudsey, Leeds, LS28 5BT or by telephoning 0113 2558611.

## COMPLAINTS

It is always our intention to provide a first class standard of service. However, we recognise that things can go wrong occasionally and if this occurs we will do our best to resolve the matter promptly.

### Sales

If you are unhappy with any aspect of the sale of this policy, please contact the broker or financial advisor that sold this policy to you.

### Administration & Claims

If you are unhappy with any aspect of the administration or claim, please contact MMS at Melbourne House, Melbourne Street, Farsley, Pudsey, Leeds, LS28 5BT, by e-mailing [complaints@mms-uk.com](mailto:complaints@mms-uk.com) or telephoning 0113 2558611.

If you remain dissatisfied you can refer the matter to Complaints, Lloyd's, One Lime Street, London, EC3M 7HA. Telephone: 020 7327 5693. Fax: 020 7327 5225. E-mail [complaints@lloyds.com](mailto:complaints@lloyds.com) Website: [www.lloyd's.com/complaints](http://www.lloyd's.com/complaints)

If you remain dissatisfied after Lloyd's has considered your complaint, you have the right to refer your complaint to Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: 0800 023 4567 (calls to this number are free from "fixed lines" in the UK) or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK). E-mail [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)

The parties are free to choose the law applicable to this insurance contract. Unless specifically agreed to the contrary this insurance shall be subject to English law.

## COMPENSATION SCHEME

Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's insurer is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk)