

About Our Insurance Services

EUI Limited, Ty Admiral, David Street, Cardiff CF10 2EH.

Policy Summary – Level Term Insurance

Admiral Life Insurance

We are required to provide this important information to help you decide whether Admiral Life Insurance is right for you.

Introduction

Please read this key facts document in conjunction with your personalised quotation, which shows the payments you will need to make for your chosen amount of life insurance.

This document does not set out the full terms and conditions of the policy; you'll find these in your Admiral Life Insurance policy terms and conditions document and your accompanying policy schedule.

We do not provide any advice or personal recommendation that this policy is suitable for you and it is your responsibility to ensure that this policy meets your demands and needs. Please ask your financial adviser if you have any doubts or concerns.

Important Information

Who Is Providing The Admiral Life Insurance Policy?

Cigna Life Insurance Company of Europe S.A.-N.V. is the insurer of the policy: it underwrites the policy and pays any claims. Cigna Insurance Services (Europe) Limited administers the policy, including dealing with any correspondence regarding the policies or claims, and collecting premiums.

Any references in this policy summary to 'We' or 'Us' or 'Our' refer to Cigna Life Insurance Company of Europe S.A.-N.V. and any references to 'Cigna Insurance Services' refer to Cigna Insurance Services (Europe) Limited.

What Is Admiral Life Insurance?

Admiral Life Insurance is an insurance policy designed to pay a one-off cash lump sum if the insured person dies or if earlier, is diagnosed with a terminal illness whichever occurs first during the term. Please see 'What Does The Policy Cover?' section for further details.

Am I Eligible To Be Insured?

You are eligible for this Admiral Life Insurance policy provided that on the start date:

- You are over 18 years of age and under 51 years of age (for Joint Life Cover this is based on the older of the two policyholders);
- You have been resident in the United Kingdom (UK) for more than six months and you reside at the address which you have given to us;
- You completed the application questions honestly and accurately and we confirmed your cover under the policy;
- The maximum sum insured under all Admiral Life Insurance policies held by you has not exceeded £500,000 at any time permitted for this type of policy.

It is important that you have taken time to ensure that your responses to the application questions are complete, accurate and honest.

We offer cover based on the information that you provided and confirmed to us in your application questions. If you give us incorrect information it may invalidate the policy or have serious consequences to the amount we will pay if a claim is made under your policy.

Application Questions

You must respond to the application questions ensuring that the answers you give us are complete, accurate and honest. We rely on the information given to us in order to decide whether to provide the insurance.

If you deliberately, recklessly or carelessly give us information that is not complete, accurate or honest and this might have reasonably affected our decision to provide you with the policy at all, or on those terms, then the consequences are that this might invalidate the policy or have serious implications to the amount we will pay for a claim. See 'Your Eligibility and Application' section of the policy terms and conditions for further details.

What Does The Policy Cover?

Subject to Admiral Life Insurance terms and conditions, we will pay the sum insured detailed in your policy schedule, before the end date of your policy in the event that:

- You die or are diagnosed with a terminal illness. This means we will pay an advanced amount of benefit if the insured person has a terminal illness:
Terminal illness – where there is a definite diagnosis by the attending consultant of an illness that satisfies both of the following:
 - The illness either has no known cure or has progressed to the point where it cannot be cured; and
 - In the opinion of the attending consultant, the illness is expected to lead to death within 12 months.

The amount of benefit payable under the terminal illness cover will be based on the sum insured calculated on the date the life insured meets the definition of terminal illness as defined by the policy.

You can decide if you want your policy to cover one or two people (Joint Life Cover).

For Joint Life Cover, we'll only pay the one-off cash lump sum once. This will be when the first policyholder dies or has a valid terminal illness claim. If the policy is cancelled then it will not pay out. See 'Your Policy - What is Covered' section of the policy terms and conditions for further details.

Promotions

You may also be entitled to promotions offered specifically to you when we accept your policy. If any promotions apply to your policy, these will be set out in your policy schedule.

Is There Anything Which The Policy Does Not Cover?

We will not pay any claim under the policy if:

- You die or are diagnosed from a terminal illness after the end date of the policy;
- You die from an excluded clause;
- Your death or earlier diagnosis of a terminal illness is directly or indirectly caused by suicide or intentional self-inflicted injury within 12 months of the policy start date;
- You are diagnosed with a terminal illness in the last 12 months of the policy;
- The sum insured has been paid (For Joint Life Cover, we'll only pay the one-off cash lump sum once. This will be when the first policyholder dies or has a valid terminal illness claim.);
- You were not eligible to take out the policy;
- The claim is fraudulent;
- The policy has been cancelled by you or us;
- You do not pay your premiums. See 'Premiums' and 'Paying for Your Policy' under 'General Policy Conditions' section of the policy terms and conditions for further details;
- You have not provided honest and accurate information this may affect the amount we pay out in the event of a claim and/or your policy being cancelled. See 'Your Eligibility and Application' section of the policy terms and conditions for further details;
- You have exceeded the maximum total sum insured of £500,000 at any time for this type of policy, we reserve the right to cancel any additional policy that exceeds the maximum sum insured permitted and will not pay out the excess in the event of a claim.

When your policy ends following one of the above events, no further premiums or claims will be payable.

This plan has no cash in value at any time.

What Is The Sum Insured?

When you apply for an Admiral Life Insurance policy, you can choose the amount of cover to suit your needs. The sum insured selected that is applicable to your policy will be shown in the policy schedule.

The maximum sum insured permissible under the Admiral Life Insurance policy underwritten by us is £500,000 at any time. If you apply for an additional amount of cover which in total exceeds the maximum total sum insured for this type of policy, we may not pay out in the event of a claim. See 'Policy Commencement and Expiry' under 'Your Policy - What is Covered' section of the policy terms and conditions for further details.

How Long Can The Cover Last?

Subject to various restrictions noted below, when you apply for a policy you can choose the policy term to suit your needs providing:

- You cannot take out a policy that lasts for less than 5 years, or more than 35 years (for Joint Life Cover this is based on the older of the two policyholders), and
- Cover under your policy must always end before your 76th birthday (for Joint Life Cover this is based on the older of the two policyholders);

You can cancel the policy early if you wish to do so. See 'Cancelling Your Policy' under 'General Policy Conditions' section of the policy terms and conditions for further details.

When Does My Policy Start And End?

Your policy begins on the start date shown in your policy schedule. Your policy will end on the earliest of the following events:

- The end date being reached;
- The sum insured is paid following a valid claim;
- You or us cancelling the policy;
- You die from an excluded clause;
- You do not pay your premiums. See 'Premiums' and 'Paying for Your Policy' under 'General Policy Conditions' section of the policy terms and conditions for further details;
- If you have not provided honest and accurate information this may affect the amount we pay out in the event of a claim and/or your policy being cancelled. See 'Your Eligibility and Application' section of the policy terms and conditions for further details;
- If you have exceeded the maximum total sum insured of £500,000 at any time for this type of policy, we reserve the right to cancel any additional policy that exceeds the maximum sum insured permitted for this type of policy and will not pay out the excess in the event of a claim.

When this policy ends following one of the above events, no further premiums or claims will be payable.

Please see the policy terms and conditions for further details.

How Much Does The Policy Cost?

You must pay a premium every month by direct debit, to keep your policy in force.

The amount of your premium depends on the following:

- Your personal circumstances – for example, your age and whether you smoke or not;
- The type of premium selected:
 - if you selected a level premium, the amount of premium will never change and is shown in your policy schedule (unless you make a change to your cover);
 - If you selected an increasing premium, your premium will increase by 5% on each anniversary of the policy start date. See 'Premiums' under 'General Policy Conditions' section of the policy terms and conditions for further details;
- Your chosen sum insured;
- Your chosen policy term; and
- If you are an Admiral customer, we may also use information about your other Admiral insurance policies (for example, your no claims period on your motor policy).

The maximum and minimum premium for this policy is dependent on your personal circumstances and maximum and minimum limits permitted for this type of policy.

Your quote and the policy schedule will show the amount and type of your monthly premium as well as how much you will pay in total premiums if you keep paying the monthly premium for the term of your cover.

How Long Do I Pay Premiums For?

The monthly premium is due each month on the premium due date until the month immediately before the end date of your policy.

The premium for this policy may change if you inform us of a change in your smoker status to a non-smoker, in which case we will let you know the amount of any reduction at that time.

You will not have to pay further premiums if the policy is cancelled by you or us, or if we have paid a valid claim in respect of your policy. See 'Your Policy - What is Covered' section of the policy terms and conditions for further details.

Can I Alter My Policy?

You need to tell us if you change your name or address.

You can also apply to increase or decrease your sum insured or policy term. We may decline to make alterations to your policy – if, for example, the request exceeds any minimum or maximum limits on the policy term or sum insured that we are willing to provide, or due to your health or circumstances at that time.

For Joint Life Cover, you can also request the removal of one policyholder providing that there are more than 5 years remaining on your policy term.

If an alteration to your policy is agreed and accepted by us, this may be subject to the terms and conditions applicable at that time.

The premium rates used to calculate your new monthly premium will be based on the same rates as your original policy unless due to any applicable legislation, regulation or taxation we are unable to do so. See 'Changes to Your Policy' section of the policy terms and conditions for further details.

How Will I Know If I Have Enough Cover?

You should consider how much cover you need, taking into account your circumstances at the relevant time. We cannot advise you on that amount.

It's a good idea to check your policy each year to make sure you have enough cover appropriate for your personal circumstances and needs as these may change.

Remember that inflation (increases in the cost of living measured using the retail prices index) may mean that the amount of cover you choose now may buy less in the future.

Is The Payment From This Policy Taxed?

Currently, any payment that we make is free from UK Income Tax and Capital Gains Tax. The government may change the tax position at any time. Inheritance tax may be due on any payment made under this policy. It may be possible to mitigate this by setting up an appropriate trust. We can provide you with a trust form by contacting us on **0800 422 0072**. If you'd like more information about whether a trust is suitable for you, please speak to an independent legal adviser. For more information and full and accurate advice on any tax matters please contact your financial adviser in the first instance.

Can I Change My Mind And Cancel?

You can cancel your policy at any time. To cancel your policy, simply call us on **0800 422 0072** (Monday to Friday 9am-5pm). Call charges may vary. We may record and monitor calls.

If you cancel the policy within the 30 day cooling off period from your policy start date (or if later, the date you receive the policy documents) then we'll refund any premiums you have paid.

After the 30 day cooling off period, you can cancel the policy at any time by writing or calling Admiral Life Insurance c/o Cigna Insurance Services, but we will not return any premiums paid. See 'Cancelling Your Policy' under 'General Policy Conditions' section of the policy terms and conditions for further details.

Can We Cancel?

We can cancel this policy if you don't pay your monthly premium within 30 days of the premium due date. We will send you a reminder letter if you miss a premium payment. See 'Cancelling Your Policy' under 'General Policy Conditions' section of the policy terms and conditions for further details.

How To Make A Claim?

To notify us of a claim, your estate or representative legally entitled to make a claim on your behalf should contact us:

- On **0800 422 0072**. For your protection, calls may be recorded and may be monitored; or
- By writing to Admiral Life Insurance c/o Cigna Insurance Services (Europe) Ltd, Claims Department, 1 Drake Circus, Plymouth, PL1 1QH. See 'Making a Claim' section of the policy terms and conditions for further details.

How To Complain?

The policy is administered by Cigna Insurance Services, who is responsible for handling complaints regarding this Admiral Life insurance product.

Cigna Insurance Services on behalf of Admiral Life Insurance aims to give customers a high standard of service at all times. If you are unhappy with the service provided for any reason or have cause for complaint, please contact:

Post: Admiral Life Insurance
c/o Cigna Insurance Services (Europe) Limited
Customer Relations Department,
1 Drake Circus,
Plymouth
PL1 1QH

Telephone: **0800 422 0072**.
For your protection calls may be recorded and monitored.

Email: customerrelations.plymouth@cignainurance.co.uk

If we do not resolve your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service at:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Telephone: **0800 023 4 567**
0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Referring a dispute to the Financial Ombudsman Service does not affect your right to take legal action.

Alternatively - Online Sales Only

The European Commission has set up an online platform where consumers in all EU countries can register a complaint. This can only be used for complaints about purchases made online.

The Online Dispute Resolution service (ODR) directs your enquiry to our Customer Relations Team who will handle it in the usual way. It will also let you know that the Financial Ombudsman Service (FOS) is the UK's dispute resolution body for insurance.

Please note that this new EU service facilitates contact only. It doesn't provide any other complaints service.

You can find this platform at www.ec.europa.eu/odr

Other Important Information

Please tell us if you change your name, address or bank details.

For other general enquiries please contact our customer services helpline on **0800 422 0072**.

Law

The laws of England and Wales, Scotland and Northern Ireland allow the parties to choose the law which will apply to the policy. We have chosen the law of England and Wales to apply. Any dispute will be subject to the exclusive jurisdiction of the courts of England and Wales.

Language

The language used in the policy is English, and any communications relating to it will be in English.

If you are visually impaired, and would like this document in Braille, large print or audiotape, please contact our customer services on **0800 422 0072**.

Financial Services Compensation Scheme (FSCS)

Cigna Life Insurance Company of Europe S.A.-N.V. is covered by the Financial Services compensation scheme (FSCS). If we are unable to meet our obligations, you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim.

For further information about the scheme please contact www.fscs.org.uk or by contacting them at: 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU or by telephone on **0800 678 1100** or **020 7741 4100**.

This policy is administered by Cigna Insurance Services (Europe) Limited and is underwritten by Cigna Life Insurance Company of Europe S.A.-N.V.

Cigna Insurance Services (Europe) Limited is registered in England & Wales No. 4617110. Registered Office: Chancery House, St Nicholas Way, Sutton, Surrey SM1 1JB.

Cigna Insurance Services (Europe) Limited is authorised and regulated by the Financial Conduct Authority.

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You can check this information on the Financial Services register at www.register.fca.org.uk/