

# Instant Life Insurance

keyfacts<sup>®</sup>

Individual Protection



# Welcome to Aviva

Instant Life insurance is designed to pay a single sum of money if you die or if you're diagnosed with a terminal illness.

The purpose of this document is to help you decide whether our Instant Life Insurance is right for you, featuring all the key bits you need to know. We've highlighted words and sections that'll help you understand how things work.

The full terms, conditions and exclusions of this insurance can be found in the Insurance Details and Insurance Summary. The Insurance Details gives you all the terms and conditions of the insurance and the Insurance Summary will be a personalised summary of your insurance if you decide to take it out. We'll let you know throughout this document when you might want to take a look at these.

The Insurance Details are on our website [protection.aviva.com](https://www.protection.aviva.com) and you'll get a copy of the Insurance Details and Insurance Summary if you decide to buy from us.

## Taking advice

You'll need to decide if this product meets your financial needs, so please read this document carefully and check it's right for you. You might want to get expert advice from a financial adviser who can look at your personal circumstances and help you make the decision that's right for you.

## Giving us the right information

So your insurance matches your needs, it's really important that you provide us with information that's true, accurate and complete when you apply for your insurance. If you don't, it can cause problems later on, like your insurance being cancelled or a claim being rejected or reduced.

## Who are we?

We're Aviva Protection UK Limited (Aviva for short). We specialise in insurance in the UK that helps people experiencing tough times in life – such as life insurance, critical illness or income protection cover.



## Who can buy Instant Life Insurance?

To apply for this insurance, you must be resident in the United Kingdom, Channel Islands, Isle of Man or Gibraltar, be at least 17 years old and no older than 59. You'll need a UK, Channel Islands, Isle of Man or Gibraltar bank account.

At the time you apply for this cover, you must:

- be in the UK, the Channel Islands, the Isle of Man or Gibraltar, with a legal right to live in that jurisdiction, and
- consider your main home as being in the UK, the Channel Islands, the Isle of Man or Gibraltar and have no current intention of moving anywhere else permanently.

You can choose to cover:

- you alone - we call this single life insurance, or
- you and another person - we call this joint life insurance.

### What does joint life insurance mean?

Joint life insurance is where two people need insurance so if one person dies, the other is provided with financial support. The insurance will only pay out once. The insurance is jointly owned so once a claim is paid the policy will end, meaning the other person is no longer insured under this insurance.

### Buying this insurance

Some options on this insurance may not be available to you depending on where you buy it. If you'd like to find out more about these options and whether they might suit your needs, please speak to a financial adviser. Your Insurance Summary, which you'll receive when you purchase your insurance, will show which options you've selected.

## What is Instant Life Insurance?

Instant Life Insurance is designed to support your family financially when you're no longer there for them. It can help them pay towards any outstanding debts or contribute towards your mortgage.

This type of insurance will pay out a single sum of money whilst you're insured if you die or if you're diagnosed with a terminal illness. It only protects you against events that happen to you while you're insured. If something happens outside that time, you won't be insured. Your Insurance Summary will show you when your insurance starts and ends.

## Why is it called Instant?

We call it 'Instant' because when you apply, you'll get an instant decision about whether we can offer you this insurance - you won't need to wait.

### What does terminal illness mean?

A terminal illness means that the illness either has no known cure, or has progressed to the point where it can't be cured.

A claim for terminal illness can be made where you've been diagnosed by a medical consultant with an illness that is expected to lead to death within 12 months. If the consultant can't diagnose this, or expects death to occur more than one year after diagnosis, we won't pay a terminal illness claim.

We'll only make a payment for a diagnosis of a terminal illness if you meet the definition in the Insurance Details.

## The fundamentals - how it works

### The amount of insurance

You decide how much insurance you want. This is the amount we pay if you die or are diagnosed with a terminal illness before your insurance ends.

The maximum amount of insurance you can choose will depend on your age.

Your age	Maximum insurance amount
17-40	£750,000
41-45	£600,000
46-55	£350,000
56-59	£200,000

If you have more than one policy (whether provided by Aviva Protection UK Limited or originally provided by us under our former name, AIG Life Limited), the maximum applies to the sum of all Instant Life Insurance policies you have with us.

### Reviewing your insurance

Make sure you review your policy in line with your earnings and lifestyle. If you don't, you may find you have more or less insurance that you actually need.

## The length of your insurance

This is how long your insurance lasts. This type of insurance is designed to cover you while you've still got things to pay, like childcare, bills or a mortgage. So some people might choose the number of years left of their mortgage, or until their children might leave home. You can choose between 3 and 40 years, although your insurance must end before you reach your 90th birthday.

## Types of insurance

You can choose whether you'd like the amount of your insurance to stay the same or change over time.

- Level insurance – a straightforward insurance, where the amount of your life insurance stays the same.
- Decreasing insurance – designed to cover any big debts you're paying off. The amount of your insurance decreases each month, so that it reaches zero when your insurance ends. It works in the same way as the outstanding amount on a repayment mortgage, with an annual interest rate of 8%.
- Increasing insurance – designed to keep up with rising costs over the years. The amount of your insurance increases each year to take inflation into account, up to a maximum annual increase of 10%. We use the Retail Prices Index (RPI). This option may not be available for everyone.

RPI is a measure of inflation, published by the Office of National Statistics every month. It measures how the costs of goods and services change over time.

## Protecting your insurance against inflation

Inflation will reduce the spending power of any money you're paid in the future. Choosing increasing insurance can help protect your insurance against this effect.

The amount you pay will increase each year to pay for the extra insurance. It'll increase by a higher percentage than the amount of your insurance, because you're more likely to claim as you get older.

If you need to take a break from the annual increase, you can choose to stop, skip and restart it. When you stop or skip it, the amount of your insurance and how much you pay will stay as it was when you made that change. If you restart it, it starts increasing again. We can't restart it if you've stopped your increase for three years in a row.

For more information about these types of insurance, take a look at section 1 in the Insurance Details.

## Paying for your insurance

We'll collect monthly payments from you by direct debit until your insurance ends.

The amount you pay won't change, unless you choose increasing insurance where the amount you pay will increase each year to pay for the extra insurance.

## If you miss a payment

If any payment remains unpaid for more than 30 days from the date it was due to be collected, we'll stop your insurance and you'll no longer be insured. You may be able to reinstate your insurance by paying any outstanding payments up to 60 days after it was missed.

## Value of the insurance

This isn't a savings or investment product. Your insurance has no cash value unless a valid claim is made.

## Things you need to know

### Making a claim

If you need to claim, you or the person claiming should get in touch as soon as you can using the contact details provided.

If you'd like to know more about how to claim, you can find this in the Insurance Details or visit our website [protection.aviva.com](https://www.protection.aviva.com).

We'll pay the insurance to the person legally entitled to receive it. This will be confirmed when a claim is made. It'll depend on the nature and circumstance of the claim and whether the insurance has been assigned or held in trust.

### Where a claim can be made

If you're diagnosed with a terminal illness, you can be residing anywhere in the world when you make a claim. However, your diagnosing consultant must be in an eligible country.

For a death claim, you can be anywhere in the world.

For more details on eligible countries, take a look at section 4 of the Insurance Details.

### When we won't pay a claim

More insurance claims are paid than aren't. Here are the reasons why we won't pay a claim:

- you stopped paying regular payments throughout the term of your insurance
- you provided inaccurate information when you applied for the insurance
- you don't give us medical or other evidence that we ask for, or
- you didn't tell us if any of the information in the Insurance Summary or Application Details we send you when you buy your insurance is wrong.

It's important to be accurate and thorough when applying. If you don't take sufficient care and give us information that's untrue, incomplete or inaccurate, we may need to cancel or change your insurance so that it fits what we should have been told about. So if you later spot an error in your documents, contact us as soon as possible to change it.

There's also an important exclusion to your insurance. We won't pay the money if you die as a result of your own actions during the first year of your insurance, or within one year after restarting your insurance.

For more details on when we won't pay a claim, take a look at section 1.4 in the Insurance Details.

## Changing your mind about your insurance

If you change your mind about having insurance within 30 days of receiving your insurance documents, we'll refund any payments you've made, unless we've already paid a claim under your insurance.

If you don't cancel your insurance within this time period, your insurance will remain in place.

If you stop your insurance after 30 days, your insurance will end on the day before your next monthly payment is due and you won't get any money back.

### The Law

This insurance is governed by the law of England and Wales.

All our standard communications with you now and throughout the term of your insurance will be in English. If you have specific communication needs, we'll do our best to support you. Just let us know.

### Current tax rules

Under current legislation and HMRC practice, the amount of insurance we pay out is normally free from Income Tax and Capital Gains Tax for UK residents, unless you assign your insurance to someone else.

Professional guidance should be sought before any type of assignment or changed ownership is undertaken.

If your insurance isn't placed in trust, the amount we pay may form part of your estate for inheritance tax purposes.

If the amount we pay out forms part of your estate, it may be subject to inheritance tax. You may wish to place your insurance in trust to help mitigate the effect of inheritance tax. We recommend that you take professional advice before setting up a trust.

### Personal information we collect

Personal information we collect about you includes sensitive information such as your health and medical history. Where we collect this information, we'll rely either on your consent, or on a combination of the following justifications: performing a contract with you or preparing to enter into a contract with you; complying with regulatory requirements; or having a legitimate interest to request your personal information.

To give you a quicker decision about your insurance, we'll make decisions about your application using an 'automated decision-making tool'. An 'automated decision-making tool' doesn't involve human input and we use it to determine whether we're able to provide you with insurance and on what terms based on the answers you give us.

We may also use your personal information to detect, investigate and prevent crime (including fraud and money laundering).

Where permitted by applicable law, we may share personal information with carefully selected third parties, for example, other insurers, reinsurers, and financial advisers.

Your personal information may be transferred outside the country in which you're located including to countries outside the UK.

As a data subject you have certain rights in relation to your personal information.

More details about Aviva Protection UK Limited's use of personal information and your rights as a data subject can be found at [protection.aviva.com/privacy-policy](https://protection.aviva.com/privacy-policy) or you may request a copy using the following contact details:

Data Protection Officer

Aviva,  
PO Box 12010,  
Harlow,  
CM20 9LG

or by email at

[DataProtectionOfficer@protection.aviva.com](mailto:DataProtectionOfficer@protection.aviva.com)

## Medical information

We may select your application for a disclosure check. To complete the check, we'll obtain a report from your doctor, call them for more information, or perform data checks. For more information, take a look at section 3.13 in the Insurance Details.

## About our business

Aviva Protection UK Limited operates in the UK, Channel Islands, Isle of Man and Gibraltar.

Information about our business, performance and financial position, and details on how we control our business and manage risks can be found in our Solvency and Financial Condition Report available on our website [protection.aviva.com](https://protection.aviva.com).

## Making a complaint

If you have a complaint, you can get in touch with us using the contact details provided.

We'll try to resolve complaints as quickly and fairly as possible. If we can't deal with your complaint promptly, we'll send you a letter to acknowledge it and give you regular updates until it's resolved. If you're not happy with how we deal with your complaint, you can refer it to the Financial Ombudsman Service.

You can email them at

[complaint.info@financialombudsman.org.uk](mailto:complaint.info@financialombudsman.org.uk)

Call **0800 023 4567**

Or write to

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

Making a complaint to the Financial Ombudsman Service doesn't affect your right to take legal action.

## What happens if Aviva got into financial trouble and couldn't pay out the money?

The Financial Services Compensation Scheme (FSCS) is there to protect you if we can't meet our obligations. Whilst most customers will be covered under the FSCS, whether or not you can claim and the amount you can claim depends on the specific circumstances of your claim. You can get more information from [www.fscs.org.uk](https://www.fscs.org.uk) or by calling **0800 678 1100**.



## How to contact us

### For any questions about your insurance:

 0345 600 6820

**Email us at:** [enquiries@protection.aviva.com](mailto:enquiries@protection.aviva.com)

### To make a complaint:

 0345 600 6813

**Email us at:** [complaints@protection.aviva.com](mailto:complaints@protection.aviva.com)

### To contact the Claims Team:

 0345 600 6815

**Email us at:** [claimsteam@protection.aviva.com](mailto:claimsteam@protection.aviva.com)

### Write to us at:

Aviva Protection UK Limited, PO Box 12010, Harlow CM20 9LG

We're open Monday to Thursday, 8.30am to 6pm and Friday, 8.30am to 5.30pm, except for bank holidays. Please note our opening hours are UK local time.

Calls are charged at standard rates from a BT landline, but may cost more via mobiles and other networks. We may record or monitor calls. This is to make sure we have a record of any instructions we're given, help train our staff, improve the quality of our service and prevent or detect fraud.

For more information, visit [protection.aviva.com](https://www.protection.aviva.com)

### Need this in a different format?

Please get in touch if you'd prefer this brochure (**EDCO1716**) in large font, braille, or as audio.

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