

# Flexible Policy Request

## Terms and conditions

### To be eligible to make a flexible policy request, you must:

1. Be the owner of the cover;
2. Not meet the definition of being incapacitated within a deferred period in relation to income protection;
3. Not meet the definition of being incapacitated in relation to Waiver of Premium, Total Disability or family carer benefit;
4. Have expressed that you're suffering financial hardship or need extra support;
5. Have activated your policy and paid at least one premium;
6. Have no more than two premiums outstanding; and
7. Have an Aviva Protection UK Limited individual or business protection product. Policies purchased through our partners are also included (excluding Habito, British Seniors, FRANKLi, Post Office, yulife and PAX Life).

If you don't meet all of the above eligibility conditions, you won't be eligible to make a flexible policy request. By submitting a flexible policy request to us, it doesn't guarantee we'll be able to reduce your premiums.

These terms and conditions are supplemental to your Cover Details, Insurance Details or Plan Details.

### The following terms and conditions apply to the flexible policy request:

1. You can make up to, but no more than, five flexible policy requests during the lifetime of your cover with us. If you have more than one cover with us, you can make up to, but no more than, five flexible policy requests for each cover. Requests cannot run concurrently and there must be at least six months between one flexible policy request ending, and a further flexible policy request being applied for.
2. If your flexible policy request is approved, your premium and sum assured/monthly benefit for that cover will reduce for six months. At the end of the six month period, your premium and sum assured/monthly benefit will automatically return back to the amount it was before the start of the six month period.
3. The amount your sum assured/monthly benefit will reduce by will depend on the amount you wish to pay for that cover. This will be confirmed to you over the phone or email and again in writing after your flexible policy request has been approved and implemented.
4. The reduction in your premium and sum assured/monthly benefit cannot be lower than the minimum levels we allow on the cover.
5. In the event of a claim while a flexible policy request is active, the amount we'll pay will be a reduced amount which will depend on the sum assured/monthly benefit in place at the time of the claim event taking place.
6. You can ask us to increase your premium at any point before the end of the six month period. This can be any amount up to and including the premium you had for that cover before the start of the six month period. You'll need to answer some questions about your health before we can approve this increase. If your health has changed during the six month period, we may not approve an increase to your premium until it automatically increases back at the end of the six months. If you do request to increase your premium at any point within the six month period, the flexible policy request will end.
7. You'll be unable to change your cover in any other way, as detailed within your Cover Summary, Insurance Summary or Plan Summary, while a flexible policy request is active.
8. Once your flexible policy request has been approved, we'll contact you to confirm the date your premium and sum assured/monthly benefit will change.
9. You can cancel your cover while a flexible policy request is active. If you then reinstate your cover (as per the terms outlined in your Cover Details, Insurance Details or Plan Details) and it's within the six month period, your cover will return to the reduced amount until the end of the six month period.
10. You have the right to change your mind within 14 days after you receive confirmation that your flexible policy request has been implemented.
11. If you've already made a flexible policy request before 5<sup>th</sup> September 2022, this will count as one of your five requests.

12. These terms and conditions apply for six months from when your flexible policy request starts, and should be kept with your original policy documents should you need to make a claim.
13. These terms and conditions between you and Aviva Protection UK Limited, and any dispute or claim arising out of or in accordance with them or their subject matter or formation (including non-contractual disputes or claims), shall be governed by and interpreted in accordance with the laws of England and Wales and the Courts of England and Wales shall have exclusive jurisdiction to deal with any dispute or claim.

## The following terms and conditions apply to specific products and features:

### Income protection

- If you become incapacitated within the six month period, the benefit amount will be calculated at the point you became incapacitated and not at the end of your deferred period. This amount will be paid for the duration of the claim.
- If the six month period ends before you reach the end of your deferred period, your premium and benefit will return to the amount it was before the start of the six month period, but the benefit for the claim made will be at the reduced amount.
- You will revert back to your previous benefit amount once your claim has ended.
- Any claim for the same cause that's made within 26 weeks after returning to work will be paid at the reduced benefit. Please refer to your Cover Details for more information.

### Family carer benefit (income protection)

If the family member becomes incapacitated within the six month period, the benefit amount will be calculated at the point they became incapacitated and not at the end of the deferred period. This amount will be paid for the duration of the claim. If the six month period ends before you reach the end of the deferred period, the benefit for the claim made will be at the reduced amount.

### Real Life Cover (income protection)

- If you become incapacitated and reach the end of your deferred period during the six months, the benefit amount will be calculated at the end of your deferred period and will continue for the duration of the claim.
- Once the claim has ended, the proportion of the living fund remaining (if any) will be used to calculate the value of the new living fund at the higher premium level.
- Any claim for the same cause that's made within 26 weeks after returning to work will be paid at the reduced benefit. Please refer to your Cover Details for more information.

### Over 50s or over 60s product with a protected benefit

The protected benefit amount will not change if, at the end of the six month period, the cover returns to the amount it was previously. If you choose to keep your premium at a lower level, the protected benefit amount will be reduced appropriately to reflect the new sum assured.

### Life Start and CIC Start

If your premium is due to increase during the six month period, your premium and sum assured will stay at the reduced levels until the end of the six month period. At the end of the six months, your sum assured will increase to the previous level and the premium will increase to a level that includes the increase that was due.

### Increasing cover

If you have a cover that increases over time, any increases to your premium or sum assured/monthly benefit due while the flexible policy request is active will be suspended.

### Decreasing cover

If you have a cover that decreases over time, your sum assured/monthly benefit will continue to decrease during the six months.

### Annual premiums

If you pay annually and your premium is due before 5<sup>th</sup> September 2022, you'll be converted to a monthly premium while the flexible policy request is active. You'll pay a pro-rated annual premium at the end of the six month period.

### Assigned policies

If your policy is currently assigned to an individual or a company, confirmation must be provided by them for a flexible policy request to be made to us.

### Mortgage guarantee

If your policy includes a mortgage guarantee (applicable to decreasing life insurance policies taken out through Direct Line Group, Royal Bank of Scotland Group, Yorkshire Building Society or Skipton Building Society only) please be aware that should a claim be made whilst paying a reduced premium, this guarantee will not apply. Once you increase your policy back up at the end of the flexible policy period, the mortgage guarantee will once again come into effect (terms and conditions apply – please refer to your Insurance Details for further information). Should you not increase your policy back up at the end of the flexible policy period, the mortgage guarantee will remain invalidated.

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