

# Q&A



## with Adam, our Retention Specialist

In this feature article we spoke to Adam about how we can support members who have fallen on hard times financially and help them keep their Income Protection.

### I've recently lost my job or been furloughed; will I have to cancel my cover with British Friendly?

Absolutely not! We have plenty of options in place that mean you don't have to cancel.

You can go on a premium holiday which effectively puts your policy on 'pause' from a period of between 3 months and 2 years. During this time, you don't need to pay premiums and can still access Mutual Benefits. The only downside is you cannot claim during this time, so if you are injured or unwell you cannot claim for benefits. After the premium holiday has ended your cover resumes (without the need for any underwriting) on the same premium as it was before and you can once again claim if you need to.

We can also temporarily reduce your cover through what's called a Premium Reduction. What this does is temporarily reduce your benefit level, meaning that you pay a lower premium for up to 3 months. This makes your policy much more affordable in the short term while you look for a new job or have reduced income.

You can also arrange to defer your premiums for a maximum of 3 months, allowing you to keep your cover during this time. After this period, you would

need to pay back the premiums owed in instalments alongside your regular premium in a payment plan. You would then have up to 12 months following your deferral to repay the outstanding premiums. Members are able to claim during their deferral period, though premiums that were owed must be re-paid by card payment.

Those are the main options open to you if you lose your job or are furloughed but you can [learn more about your options here](#).

### Is there any way my policy can save me money?

Absolutely, through your policy you can access the discretionary Mutual Benefits programme which means you can access a range of benefits that give you extra value for your policy, access medical services and help you save money- all at no extra cost!

I'd recommend [signing up on our website here](#) if you haven't already, particularly as you can save hundreds of pounds a year through discounted gift cards at Tesco, Sainsbury's and get retail discounts through the LifeWorks app.

Be sure to check out our [Mutual Benefits brochure](#) for more detail on the programme and how it enhances your cover with us.

### What are my options if I'm struggling to pay for my policy?

You can go on a premium holiday, take a temporary premium reduction to reduce your premium (and cover) or pay off any arrears in instalments by setting up a payment plan with us.

We can also work with your financial adviser to permanently reduce your cover to make your cover more affordable in the long term if you choose.

[Learn more about the options open to you here.](#)

### If I miss a premium payment will my policy automatically be cancelled?

No, it will just mean that your policy will be put in arrears. I'll then get in touch to let you know your options if you are struggling financially, how you can make a payment and ask what you would like to do with your policy. Your policy will only automatically cancel after 4 months of missed premiums.

Obviously, we appreciate that many people are going through tough times at the moment but remember we're here to help with flexible options that hopefully help you keep your policy with us.

### If I'm in arrears can I still make a claim?

Sadly not, before you can make a claim you would need to pay off your arrears. However you can still access the discretionary [Mutual Benefits programme](#) which can provide access to some medical support including physiotherapy and counselling.

### If I cancel my direct debit, will that cancel my policy?

Cancelling your direct debit does not cancel your policy, all it will do is put you in arrears. I will get in touch with you to let you know your options and ask whether you would like to cancel your policy. Your policy will only automatically cancel after 4 missed premiums.

### Why is my policy with British Friendly worth keeping?

There are so many reasons why your cover is valuable but these are my highlights:

- The ability to claim and recover lost income due to illness or injury can be a crucial safety net when you fall on hard times.
- We have a consistent record for paying out claims with an average of 96% of claims paid out over the last 14 years.
- British Friendly is a Mutual so members like you are our number one priority, we don't have any shareholders so our profits go back to helping our members.

For more reasons to keep your cover check out our [5 reasons why flyer](#).

### How will you get in contact with me if I miss a premium payment?

First of all, I will give you a call to discuss your options if you are in arrears. If I can't get hold of you, I will send you a text message, asking you to give me a call to discuss your cover.

I pride myself on being approachable and friendly. At British Friendly we put our members at the heart of everything we do and my role in that is letting you know your options if you are struggling financially to pay premiums but ultimately respecting your wishes. It's this sort of human approach that is very important to me.

### Can I pay my premiums online if I miss a payment?

Of course, simply visit our [members' website here](#) and click on the [Pay Premiums](#) button in the top right hand corner. There you can enter your card details and pay online. Alternatively, you can always give me a call on **01234 369166** and I can take a card payment over the phone.

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It feels good to be covered