

This document provides a summary of the relevant product information for Fracture Cover. It sets out key information for distributors as required by the FCA's Product Governance rules.

Under the FCA's rules, we are required to inform you that we have a governance process in place to oversee the design, approval and on-going reviews of our products. We outline the oversight and product governance we follow at British Friendly [here](#).

### **Fracture Cover target market statement**

Fracture Cover is an optional additional benefit that can be added when taking out one of our income protection policies for an additional cost. It is designed for customers who would like to receive a lump sum if they were to suffer from one of the 18 specified bone fractures covered to help relieve some of the financial burden from any additional costs that might occur from an injury.

Fracture Cover is not underwritten, however there are certain exclusions which will apply from the start and are not covered. These include certain sports and hobbies, fractures diagnosed as fatigue, stress, hairline, avulsion/chips, or micro fractures, fractures due to osteoporosis, a medical procedure, or a self-inflicted injury or fractures that happen either in the first 7 days after the policy has started or before the policy has started.

Please see the terms and conditions for full details.

### **Eligibility**

#### **To apply customers must be:**

- Taking out Fracture Cover alongside one of our income protection policies
- Resident in the UK on a permanent basis for at least 2 years prior to application (Fracture Cover is not available to people who live in the Channel Islands or Isle of Man)
- Registered with a UK GP for the 2-year period prior to application
- Aged between 18 and 59
- Employed or self-employed
- Must hold a UK bank account and be a UK taxpayer

### **Distribution Strategy**

To ensure customers receive a level of protection that meets their needs and to fulfil regulatory requirements, our products are only available to customers of authorised intermediaries on an advised and non-advised basis.

Fracture Cover is not available as a standalone product. It is available as an optional additional benefit for customers who take out one of our income protection policies. Please refer to the relevant income protection product profile for more information on the target market and suitability.

### **Limits and basis**

- The minimum term is 5 years
- The policy will finish in line with the main income protection policy
- Customers who move overseas may be unable to take their policy with them or if they claim while overseas may have their claim payment restricted
- Fracture Cover is not available as a standalone policy
- It cannot be added after a policy has been accepted
- If a customer requests a premium holiday on their income protection policy, this will also apply to their Fracture Cover, and this means they won't be able to claim
- Only one claim can be made per policy year

## Fair value

The fair value assessment considers if the product offers fair value to our customers. It takes into account the price paid by the customer, the distribution channel, a review of the product performance, complaints, claims ratio, communications and service delivery.



### **The initial fair value assessment for Fracture Cover has been completed and we have deemed that the product offers fair value to and is suitable for customers:**

- Who meet our eligibility criteria
- Who want to receive a lump sum if they suffer from one of the specific bone fractures covered
- Who have taken out one of our income protection policies
- Who are happy that they will not be covered for any of the standard exclusions that apply to Fracture Cover
- That can afford the premiums



### **Fracture Cover will not offer fair value or be suitable for customers:**

- Who do not meet our eligibility criteria
- Who want to receive a lump sum for fractures that happen whilst taking part in one of the following listed excluded activities:
  - Mountain boarding, parkour, cliff jumping, coasteering or base jumping, gaelic football, hurling or shinty, horse riding, martial arts, boxing or cage fighting, motor car or motorcycle sport, mountaineering, rock climbing, abseiling, caving or potholing, off road mountain biking or BMX, private flying, gliding, paragliding or parachuting, rugby, skiing or snowboarding
- Who want to be covered during the first 7 days of the policy starting or for any fractures that occurred before the policy started
- Who want to be covered for excluded fractures which are diagnosed as either fatigue, stress, hairline, avulsion/chips, or micro fractures
- Who have a fracture due to osteoporosis or a medical procedure
- Who have a fracture due to self-inflicted injury
- Who cannot afford the premiums

When performing our assessment of value, we have had regard to price amongst other factors. We have not considered any other fees, charges or commission distributors may apply outside of the arrangements we have agreed with them in relation to the distribution of our product. Distributors may therefore wish to consider the impact of any such fees, charges, or commission they apply wherever applicable in assessing their impact on the value which our mutual customers receive from this product.

Should you require any further information on our assessment of value, please contact **[products@britishfriendly.com](mailto:products@britishfriendly.com)**.

## Charges

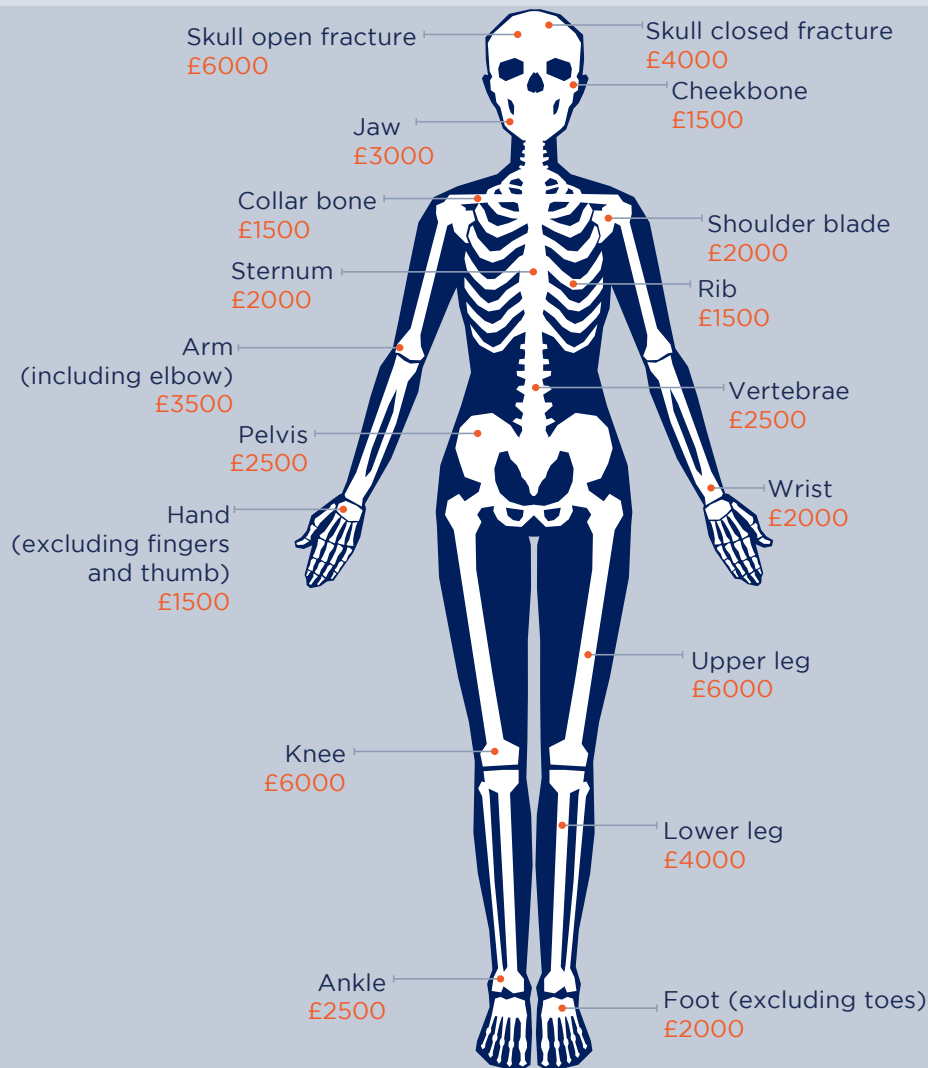
Premium payments are shown on the Personal Illustration and the Policy Schedule and include all the costs of administration, underwriting, claims, selling expenses, commission and fees for any medical information that we may request.

## Risks

- There is no cash value for this benefit at any time
- If the customer stops paying their premiums, their policy will go into arrears and lapse
- If the main income protection policy is cancelled or it ends, Fracture Cover will also be cancelled or end
- If Fracture Cover is removed, it can't be added to the same policy
- The amounts payable under Fracture Cover are fixed, and won't keep up with inflation and could buy less in the future

## Key Features

- Guaranteed monthly premium of £4 per month
- Optional additional benefit available to add to new income protection policies
- Pays a lump sum of between £1,500 to £6,000 (amount dependent on the injury) per policy year in the event of breaking one of the 18 specified bones
- No underwriting, but exclusions apply at outset
- Flexible cover that can be removed at any time
- Can be claimed alone or alongside an income protection claim. There is no deferred period unlike the income protection policy



## Value-Added Services

### Mutual Benefits

Our discretionary Mutual Benefits programme gives customers access to everyday health, wellbeing and rewards through Clinic in a Pocket and Cash in your Pocket. Learn more at [advisers.britishfriendly.com/value-added-services/](https://advisers.britishfriendly.com/value-added-services/).

### BF Care

Our discretionary BF Care programme gives customers access to additional financial support during life-changing events. Benefits include Death Benefit, Bereavement Benefit, Terminal Illness Benefit, Care Assistance Benefit and Recovery Support Benefit. Learn more at [advisers.britishfriendly.com/value-added-services/](https://advisers.britishfriendly.com/value-added-services/).

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It feels good to be covered

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