

Protect Policy Summary

Paying you a regular income while you're too ill or injured to work

A summary of how your Protect policy supports you

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FRIENDLY

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A summary of how your Protect policy supports you

This Policy Summary tells you more about how Protect works. It doesn't contain the full terms and conditions, but the Terms and Conditions document does. If you take out a Protect policy, you'll also receive a Policy Schedule which outlines the cost and details of your policy. Read all these documents carefully, and speak to your financial adviser, to make sure Protect is right for you.

If you have any questions, just give us a call or email us. All our contact details are at the end of this Summary.

Please take the time to read through this document.

To help, we have signposted certain key information with the following symbols:



Important information

*Indicates important information
we've highlighted about your
policy*



Useful information

*Indicates helpful information that
you may find useful*



Examples

*Indicates examples which clarify
how certain features of your
policy work*



Calculations

*Indicates any calculations
we use to work out payment
amounts*

Paying you a regular income while you're too ill or injured to work

If you're unable to work due to an illness or injury, you need time to get better. And you also need enough money coming in to cover what goes out. Protect pays you a regular weekly or monthly income while you recover. It means you can focus on getting well again without worrying about things like your mortgage payments, your food bills or your kids' mobile phone charges.

Protect at a glance

- ✓ Pays you an income while you're too ill or injured to work. By 'too ill or injured', we mean unable to do the main tasks of your occupation, and you lose some or all of your income because of this, and you're not doing any other paid or unpaid work.
 - If you earn up to £60,000, Protect can pay you a benefit of up to 65% of your yearly income before tax, or your profits before tax.
 - If you earn over £60,000, Protect can pay you a benefit of up to 65% of the first £60,000 of your yearly income before tax, and then a further benefit up to 45% of your yearly income before tax above this, up to a maximum of £100,000. The maximum benefit Protect can pay you is £57,000 a year.
- ✓ You can choose from our options how long you want to wait before your first benefit payment – this waiting time is your 'deferred period'.
- ✓ You can choose whether your premiums stay the same or go up as you get older
- ✓ Pays you weekly or monthly into your chosen bank account or directly to your mortgage lender.
- ✓ Can pay a valid claim weekly or monthly for a maximum of 1, 2 or 5 years at a time, or until your policy ends.
- ✓ Covers you for a minimum of 5 years until the age you choose – which can be any age from 50 to 70.
- ✓ Lets you choose cover that increases each year to keep up with the cost of living, with the option to pause increases.
- ✓ You can ask us to make changes to your policy whenever you want, as long as those changes are allowed by your Terms and Conditions. You can make some changes without having to answer any more questions about your health and lifestyle.
- ✓ There's no limit to the number of times you can claim and you can claim more than once for the same illness or injury. But there are some restrictions if you have a limited benefit period of 1, 2 or 5 years.
- ✓ Gives you the option to add Fracture Cover as an additional benefit at an extra cost.

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How Income Protection works

If you're unable to work due to an illness or injury, income protection pays you a proportion of your regular income. For example, if back pain stops you working, if an accident puts you in hospital, if you need time off for anxiety, or you're diagnosed with cancer and need time for treatment, income protection can help support you until you can work again. It gives you peace of mind that if something bad happens, there's financial support in place to make life a little less stressful.

Protect is Income Protection insurance from British Friendly.



Who Protect is for?

Protect could be right for you if:

- You'd stop earning, or earn much less, if you weren't able to work because of an illness or injury.
- You don't have enough savings to support you and your family if you couldn't work and get paid.
- You wouldn't get state benefits or they wouldn't be enough to support your lifestyle.

You can take out Protect if you're all of these things:

- ✓ A UK resident (excluding the Isle of Man and the Channel Islands), and have been for the last 2 years.
- ✓ Registered with a UK GP for the last 2 years – with access to your medical records for at least the last 2 years.
- ✓ Aged 18 to 59.
- ✓ A UK taxpayer with a UK bank or building society account.
- ✓ Employed or self-employed and not planning to retire in the next 5 years – this is because 5 years is our shortest policy length.
- ✓ Actively at work, fit enough to do all the duties of your occupation.
- ✓ Not working in any of the jobs we don't insure (your adviser can find a list in our Occupation Guide at advisers.britishfriendly.com).



How to apply for Protect?

To apply, your financial adviser will need to fill in our online application form with you and send it to us on your behalf. Take care to answer all our application questions carefully, honestly, and to the best of your knowledge. If you don't, we may cancel your policy, reject your claim or not pay your claim in full.

Tailor your cover to suit your needs

Protect gives you 6 options so you can tailor it to suit you. And it's really flexible. None of your choices are final, which means you can ask us to make changes – from how much benefit you get to when you want your policy to end. Before you make certain changes, we might need to ask you some questions about your health, finances or lifestyle. But you can make other changes without answering any questions at all.

You can find more information about all of these options in section 2 of the Terms and Conditions.

Option 1:

How much benefit you get when you're too ill or injured to work

Option 2:

How long you get your benefit for when you're too ill or injured to work

Option 3:

Whether your premiums stay the same or go up as you get older

Option 4:

Whether your benefit payments stay the same or increase each year with the cost of living

Option 5:

How long you wait for your first benefit payment (this is your 'deferred period')

Option 6:

When your policy ends



Option 1: How much benefit you want to get when you're too ill or injured to work

Your benefit is how much we pay you when you're too ill or injured to work.

- The minimum benefit Protect can pay is £216 a month.
- The maximum benefit Protect can pay is £4,750 a month. The maximum benefit you can choose is based on your yearly income. That's your salary before tax if you're employed, or your profits before tax if you're self-employed.

We pay you weekly or monthly, you can choose.



If you earn up to £60,000: The maximum benefit you can choose is 65% of your yearly income before tax.

If you earn above £60,000: The maximum benefit you can choose is 65% of the first £60,000 of your yearly income before tax, and then 45% of your yearly income before tax above this, up to a maximum of £100,000.



Here's how it works:

Your yearly salary, or profits before tax	The minimum benefit you can choose	The maximum benefit you can choose
£10,000	£216 a month	£541 a month, £6,500 a year
£20,000		£1,083 a month, £13,000 a year
£40,000		£2,166 a month, £26,000 a year
£70,000		£3,625 a month, £43,500 a year
£100,000		£4,750 a month, £57,000 a year

Option 2: How long you want to get your benefit payments for when you're too ill or injured to work

For each valid claim you make, Protect can pay out for:

- Up to 1 year at a time
- Up to 2 years at a time
- Up to 5 years at a time, or
- Up until the date your policy ends

There's no limit to the number of times you can claim but there are some restrictions if you have a limited benefit period of 1, 2 or 5 years. **There's more information about this in section 8 of the Terms and Conditions.**

Option 3: Whether your premiums stay the same or go up as you get older

You have two options here:

1

Level guaranteed premiums

Premiums that stay the same for the whole of your policy. We call these 'level guaranteed premiums'.

2

Age-costed guaranteed premiums

Premiums that go up as you get older. We call these 'age-costed guaranteed premiums'.

These will typically start lower than a level guaranteed premium, but then increase as you get older. You will still have the certainty of knowing how much they'll go up by – this will be set out in your Policy Schedule.



Your Policy Schedule will show what your monthly premiums will be. We collect your premiums by direct debit each month. You can choose which day of the month you want to pay. This can be any day between the 1st and the 28th. We won't collect any premiums while we're paying your benefits.

Option 4: Whether your benefit payments stay the same or increase each year with the cost of living

You have two options here too:



Level Cover

Benefit payments that stay the same for the whole of your policy. We call this 'level cover'.



Increasing Cover

Benefit payments that go up each year with the cost of living. We call this 'increasing cover'.

If you choose 'increasing cover', your premiums increase each year, too:

- Your level guaranteed premiums will increase each year in line with inflation. These are 'inflation-linked level guaranteed premiums'. We use the Retail Price Index (RPI) to measure inflation. We base your inflation-linked level guaranteed premium increases on the yearly RPI figure, multiplied by 1.5.
- Your age-costed guaranteed premiums will increase each year in line with inflation and as you get older. We call these 'inflation-linked age-costed guaranteed premiums'. These will typically start off lower than 'inflation-linked level guaranteed premiums' and then increase.



The most we'll increase your premiums by in one year is 10%. If the inflation rate is a minus figure, we won't reduce your premiums or your benefit payments. Instead, they'll stay the same for that year. We'll write to you each year to let you know how much your premiums and benefit payments will go up. You can pause, adjust or say no to these inflation-linked increases at any time. **There's more information about this in section 2.4 of the Terms and Conditions.**

You can find out more about level cover and increasing cover in section 2.4 of the Terms and Conditions.

Option 5: How long you want to wait before for your first benefit payment (this is your ‘deferred period’)

You might get sick pay from your employer when you’re first off work. Or you may have built up savings that you can rely on to start with. The longer you wait for your first benefit payment, the lower your premiums are likely to be. The amount of time you choose to wait between when you’re first off work and when we pay you your benefit is called your ‘deferred period’. Your options for how long your deferred period is depends on which premiums you choose.



If you choose level guaranteed premiums

- Your deferred period can be 4, 8, 13, 26, or 52 weeks.

If you choose age-costed guaranteed premiums

- If you’ve chosen for your claim to pay out for 1, 2, or 5 years at a time, your deferred period can be 1, 4, 8, 13, 26, or 52 weeks.
- If you’ve chosen for your claim to pay out until the date your policy ends, you can also choose for your claim to start on day 1 of your illness or injury. If you choose this, you need to be too ill or injured to work for more than 4 days in a row.



If you’re a teacher, or you work in certain occupations in the NHS, and you choose a 52 week deferred period, Protect can flex around your sick pay so your benefit payments kick in when you need them. There’s more information about this in **section 13 of the Terms and Conditions**.

Option 6: When your policy ends

Your policy will run until the age you choose. This can be any age that falls between your 50th and your 70th birthdays, as long as it’s at least 5 years away when you apply. This is because 5 years is the shortest policy length we offer.

How Protect can change if your life does

Little in life stays the same. That's why Protect lets you change your cover when your life changes. You can ask us to make changes, including to how much benefit you get, how long you wait for your benefit payments, how long benefit payments are paid for and when your policy will end. For some changes, we'll need to ask you more questions about your health and lifestyle.

You can increase your benefit payments when your life changes

For each of these 5 life changes, you can increase your benefit payments without having to answer any more questions about your health and lifestyle. We'll just ask for some proof. We call this our guaranteed insurability option.

Life changes	The proof we'll need
You get married or form a civil partnership	The marriage/civil partnership certificate
You have or legally adopt a child	The birth/adoption certificate
You take out or increase a mortgage on your main home	A mortgage offer letter or mortgage statement
Your rent goes up on your main home or because you've moved	A rental agreement letter
If you're employed, you get a pay rise	A letter from your employer confirming your pay rise, or a recent payslip

If you make any changes that increase your benefit payments, your premiums will also increase. There's more information about changes you can make to your policy, the conditions you'll have to meet and the proof we'll need, in **sections 3 and 4 of the Terms and Conditions**.



You can take a break from paying your premiums

We call this a premium holiday.

- You can stop paying your premiums for up to 6 months at a time.
- You can take as many premium holidays as you want, as long as they don't add up to more than 24 months over the whole of your policy.
- You won't be able to claim any benefit payments during a premium holiday.

You can take a premium holiday once you've held your policy for at least 12 months. If you've added optional Fracture Cover, we'll apply the premium holiday to both your main Protect policy and your Fracture Cover.

There's more information about this, including the requirements you'll need to meet when you apply, in section 5.3 of the Terms and Conditions.

You can change your occupation without letting us know

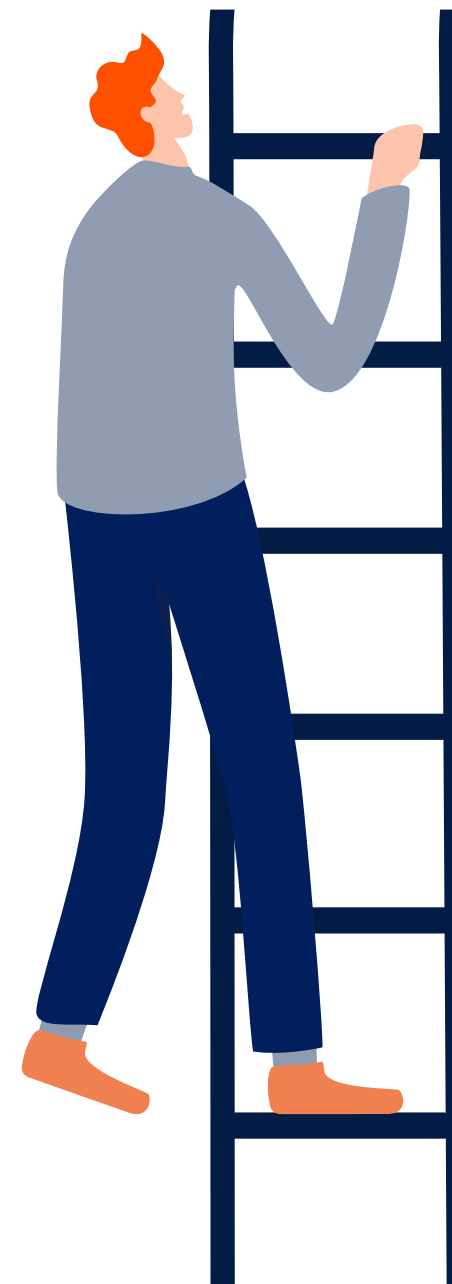


As long as you aren't in an excluded occupation when your policy starts, you can take Protect from occupation to occupation in line with our occupation promise. You'll still be insured for the work you do, even when your occupation is different to the one you were in when you took your policy out. We will never increase your premiums.



Other ways Protect supports you

- 1 With tax-free payments**
You won't have to pay tax on your benefit payments. This might change if the government changes the rules around tax in the future.
- 2 With back-to-work support payments**
If your illness or injury means you can only go back to work part time, or have to take a different role with lower pay, we'll pay you a reduced amount of benefit once you're back at work. You won't have to pay any premiums. **See section 7.3 of the Terms and Conditions for more information.**
- 3 With a guarantee to pay the benefit you're expecting, up to a maximum of £1,500 a month, even if your income's gone down**
Income can go up and down sometimes, for example, if you have an unexpected loss of income. So Protect guarantees to pay you the benefit you're covered for even if, when you claim, you're genuinely earning less than when your policy started. We'll do this up to a maximum benefit payment of £1,500 a month. We'll never pay more than the benefit you're covered for. To qualify for the benefit guarantee, you'll need to be working a minimum number of hours. **See section 6.6 of the Terms and Conditions for more information.**
- 4 With immediate payments if you're diagnosed with a terminal illness**
Hopefully it will never happen. But if you're too ill or injured to work and a doctor tells you that you have a terminal illness, your deferred period won't apply. As soon as we've assessed your claim, we'll start paying your benefits. **See section 7.5 of the Terms and Conditions for more information.**
- 5 We pay for any extra tests we ask for**
We'll pay for any extra medical investigations or tests we ask you to take when we're assessing your claim.
- 6 With a waiver of premium**
As soon as we start paying your benefit, you stop paying us premiums. We call this 'waiver of premium' and we apply it automatically. If you've added optional Fracture Cover and claiming on your main Protect policy, we'll also stop collecting the portion of your premium that applies to Fracture Cover, and you'd still be able to claim on Fracture Cover. **See section 5.3 of the Terms and Conditions for more information.**
- 7 With a mortgage payment option**
We can pay your benefit directly to your mortgage lender if your mortgage is residential and on your main home. This must be in the UK and be the home you currently live in, or spend most of your time living in.



Making a claim

You can ask us for a claim form by calling, emailing or writing to us, or by getting in touch with us through our website. All our contact details are at the end of this Summary. **See sections 6 to 8 of the Terms and Conditions for more information.**



When we wouldn't pay your benefits

- During your deferred period, unless you've been diagnosed with a terminal illness (see section 7.5 of the Terms and Conditions). You'll only get benefit payments if your illness or injury lasts longer than this. For example, if your deferred period is 4 weeks, you'll only get benefits if you're ill or injured for more than 4 weeks. Your benefits will start from week 5 of your illness or injury.
- If you've made a fraudulent application or claim.
- If you claim for a pre-existing medical condition that you should have told us about but didn't. A pre-existing medical condition is an illness or injury, or symptoms of an illness or injury you had before your policy started or when you applied to change it even if you had not yet seen a doctor to discuss it.
- If you claim for an illness that we've excluded. If there are any, they'll be on your Policy Schedule under Special Terms.
- If you claim for an injury that resulted from an excluded activity. If we've excluded certain activities, they'll be on your Policy Schedule under Special Terms.
- If you were working in an excluded occupation when you took your policy out.
- If you haven't paid your premiums or on a premium holiday.
- If you're unemployed, made redundant, a student, a house person, or retired.
- If you're doing any other paid or unpaid work
- If you don't give us your consent to process your personal information in relation to your claim when we ask for it.

If you move abroad

We might be able to pay your claim if you suffer an illness or injury while outside the UK, as long as:

- ✓ You were a UK resident when you took your policy out, in line with our policy eligibility conditions.
- ✓ Local regulations allow us to do this.
- ✓ We've agreed with you in advance and in writing that we can insure you in that country.

Section 10 of our Terms and Conditions explains more about how we pay claims when you're living permanently or temporarily outside the UK, and the limits that may apply.

What you should know before you apply for Protect



- A claim might mean you get fewer or lower means-tested state benefits.
- Some pre-existing medical conditions might mean we can't accept your application. Or they could mean we have to add some special terms to your policy that exclude them. The same goes for certain hazardous activities where you have a high risk of being injured. If any special terms apply to your policy, we'll list them in your Policy Schedule and we'll let you know before your policy starts.
- We may insure you for some medical conditions or hazardous activities but ask you to pay a higher premium to cover the increased risk.
- Your policy has no cash value. It's not a savings or life insurance product and it won't pay you a lump sum when it comes to an end or if you die.



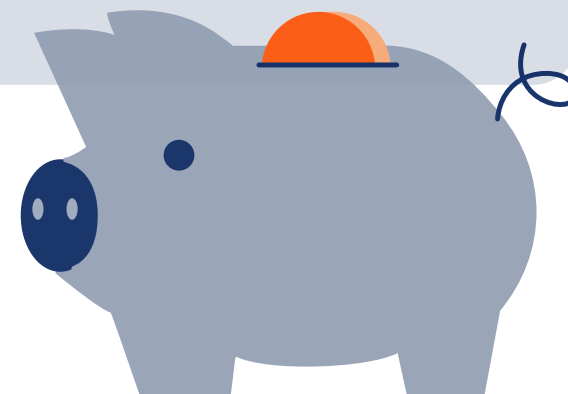
Cancelling your policy

- You can cancel your Protect policy at any time. If you've added Fracture Cover, you can also cancel it at any time and keep your Protect policy. But if you cancel your Protect policy, your Fracture Cover will also end.
- To cancel, just fill in the cancellation notice that comes with your policy documents and send it back to us. If you cancel within 30 days of your policy starting or of receiving your policy documents, whichever is later, we'll refund any premiums you've paid in full. If you cancel outside of these timeframes, we won't be able to refund any premiums you've paid.



What would happen if we couldn't pay you

- In the unlikely event that the Society becomes insolvent, you may be entitled to compensation from the Financial Services Compensation Scheme. To contact the Financial Services Compensation Scheme visit [fscs.org.uk](https://www.fscs.org.uk), call them on **0800 678 1100**, or write to them at **Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY**.



What you should do after you buy Protect



- ✓ Review your policy regularly to check that it still meets your needs.
- ✓ Check your benefit amount regularly to make sure it's not more than the maximum benefit you can get based on your income.
- ✓ Tell us as soon as possible if:
 - You change your address.
 - You move outside the UK.
 - You become unemployed or a full-time student without an income.
 - You retire.
 - You've been claiming benefit but are now fit enough to return to work, or your condition has changed.
- ✓ If your circumstances change, get in touch with us or contact your financial adviser so you understand your options.
- ✓ If you have any questions or concerns, call our Member Services team on **01234 358 344** or email them at **enquiries@britishfriendly.com**. They're here to help.

If you have a complaint



- ✓ If you're not happy with your policy or our service, call us on **01234 358 344** or email **complaints@britishfriendly.com** or write to us using the address provided at the end of this Summary. We'll do all we can to sort things out. We'll write to you to acknowledge your complaint within 5 business days and pass it on to the relevant team to investigate. Within 8 weeks, you'll either get a final answer or we'll ask you for more details.
- ✓ If we're unable to resolve your complaint to your satisfaction, or haven't resolved it within 8 weeks, you have the right to refer your complaint to the **Financial Ombudsman Service (FOS)** free of charge. Visit **financial-ombudsman.org.uk/contact-us**, call **0800 023 4567**, email **complaint.info@financial-ombudsman.org.uk**, or write to **Financial Ombudsman Service Exchange Tower, London E14 9SR**. Registering a complaint with the FOS won't affect your legal rights.

If you'd like to know more about how we handle complaints, ask us for a copy of our Complaints Handling Procedure.

Adding optional Fracture Cover at an extra cost

Fracture Cover is an additional benefit you can add to your Protect policy when you take it out. Fracture cover costs extra, so your premiums will be higher.

- ✓ It will pay you a lump sum if you suffer one of 18 specific fractures.
- ✓ The money you'll get could pay for treatment to help you recover more quickly. Or, if you're out of action for a while, it could take care of day-to-day expenses or help cover your bills until you're fit enough to get back to work.
- ✓ The amount you can claim depends on the location of the fracture. If you have multiple fractures from a single incident, we'll pay for whichever one has the highest claim amount.
- ✓ The amount you pay for Fracture Cover, and the amount you can claim, will stay the same for the whole of your policy.
- ✓ There's no deferred period for Fracture Cover, which means you won't have to wait a certain time for your lump sum. As soon as we've accepted your claim, we'll pay you – although you won't be covered for fractures you suffer during the first 7 days of your cover, or for any that happened before your cover started.



You're not covered if:

- You get a fracture while taking part in any of the following:
 - Mountain boarding, parkour, cliff jumping, coasteering or base jumping.
 - Gaelic football, hurling, rugby 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 biking.
 - Private flying, gliding, paragliding or parachuting.
 - Skiing or snowboarding.
- Your fracture is classed as a fatigue, stress, hairline, avulsion/chips or micro fracture.
- Your fracture is due to osteoporosis or a medical procedure.
- Your fracture is due to self-inflicted injury.



- You can claim under Fracture Cover once in any policy year. Claiming won't affect your Protect policy. And you can claim under Fracture Cover alone or, if you meet the criteria, as well as under your Protect policy.
- You can't take out Fracture Cover on its own, or take it out again once you've cancelled it.
- You'll find more information on the fractures we cover, how much we'll pay, how to claim and when your cover would end in **section 14 of your Terms and Conditions**.

Get in touch

We're here to help.



Call

For general information:

01234 358 344

To make a claim:

0800 975 6565



Write

For general information or to make a claim:

Registered Office:

British Friendly Society Limited

45 Bromham Road, Bedford MK40 2AA



Email

For general information:

enquiries@britishfriendly.com

To make a claim:

claims@britishfriendly.com



Go online

For general information:

britishfriendly.com

To make a claim:

members.britishfriendly.com/make_a_claim/

BRITISH FRIENDLY

It feels good to be covered

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