

50+ Personal Accident Plan

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50+ Personal Accident Plan: Policy summary

1. What is this Policy summary document?

This is a summary of the policy cover for the 50+ Personal Accident Plan. It does not include the full terms and conditions of the contract. This can be found in the Policy wording.

2. The insurer

This policy is underwritten by Advent Insurance PCC Ltd – UIB Cell

3. What type of insurance policy is this?

This is a personal accident policy that, subject to the terms, conditions and exclusions contained in the Policy wording, will pay out cash benefits in the event of an insured person sustaining an injury that leads to death, fractures, burns or dislocations. There is no cash in value.

4. Who can take out this insurance?

As long as you are aged 50 to 79 and a UK resident you are eligible for the 50+ Personal Accident Plan. You can choose to include your partner on the cover if they are also aged 50 to 79 and live with you at the same address.

5. What are the significant features and benefits of this policy?

- Accidental death
- Specified fractures, burns and dislocations (as the result of an accident)

Table of benefits	
How much an insured person is covered for under each section of cover	
Accidental death benefit	£20,000
Fractures	
Hip, upper leg, heel or pelvis (incl. coccyx)	£6,000
Lower leg, skull, collar bone, ankle, arm (including wrist and elbow)	£4,200
Hand (excl. fingers), foot (excl. toes and heel), shoulder blade, knee-cap or sternum	£3,000
Any other fracture	£1,500
Single fracture maximum	£6,000

Burns

Third degree burns to 15% or more of body surface or 50% of either hand	£5,000
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Third degree burns to at least 4% but to less than 15% of body surface (except hands)	£2,500
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Second degree burns of 9% or more of body surface	£2,500
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Single claim maximum	£5,000
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Dislocations

Single dislocation	£2,000
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Single dislocation maximum	£2,000
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Single claim maximum	£4,000
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Maximum total benefit across all claims per insured person	£20,000
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6. What are the significant or unusual exclusions and limitations?

The following is a summary of the significant or unusual exclusions and limitations of this policy it is not the full list. The full details are set out in your Policy wording sections "4. What is covered"; "5. Exclusions" and "6. General conditions".

Exclusions are conditions or circumstances not covered by the policy:

- naturally occurring conditions that do not result from an injury.
- any sickness or disease not directly resulting from injury,
- suicide or attempted suicide or the insured person deliberately injuring themselves or putting themselves in danger (unless the insured person is trying to save someone's life)
- competing in any kind of race other than on foot or while swimming
- participating in diving, underwater diving, mountaineering / rock climbing, potholing or parachuting
- any flying activity except air travel
- motorcycling (including riding mopeds and motor tricycles) as a driver or a passenger
- circumstances in which the insured person is under the influence of alcohol, drugs or medication according to an official report or independent evidence

Other insurance as specified under “How to make a claim” in section 8 of the Policy wording; an insured person cannot keep in force or claim benefit under more than one policy which principally provides benefits for accidental death, fractures, dislocations or burns, has been issued under guaranteed acceptance and is administered by Union Income Benefit Holdings Ltd (UIB) and underwritten by Advent Insurance PCC Ltd - UIB Cell and in respect of which a premium is paid.

Moving abroad as specified under “Moving abroad” in section 6e of the Policy wording; benefit will not be paid for an accident which happens to an insured person under this policy if at the date of the accident the insured person has been outside the United Kingdom for more than 12 weeks in the preceding 52 week period. Cover in respect of that insured person will cease on the last day of the twelfth week. Cover may be extended to cover such absences with written confirmation from the insurer agreed before travel.

7. What is the duration of the policy?

The policy starts on the date shown on the Policy schedule. Cover is paid for monthly and will continue until cover ends.

All cover under this policy will end:

- if the premium is not paid when due; or
- if the policy is cancelled by you or us; or
- if the maximum total benefit limit is reached for you; or
- on the first premium due date following your 85th birthday; or
- if you cease to be a UK resident; means resident in England, Scotland, Wales, Northern Ireland, for 7 months out of each year; or
- on the end date shown on your Policy schedule; or
- on your death;

whichever occurs first.

Cover for your partner (if selected) will end:

- on their death; or
- on reaching age 85; or
- if the maximum total benefit limit is reached for them; or
- when they no longer meet the policy definition of partner;

whichever occurs first.

8. What are the cancellation rights?

If, for any reason, you are not satisfied with this policy, you may, within 30 days of receipt, notify Union Income Benefit on the details below and

we will cancel it. If this happens we will refund any premium you have paid. However, if you have made a claim in this period we reserve the right to charge you a premium commensurate with the cover that has been in force up to the date of your cancellation.

If you want to cancel this policy after the first 30 days please notify Union Income Benefit on the details below and we will cancel it from the last day of the month on which Union Income Benefit receive your cancellation request, provided that the premium for that month was fully paid. No refund of premium will be made.

Customer Services Department, Union Income Benefit, 39/51 Highgate Road, London NW5 1RT
Tel: 0343 178 1255
Email: customercare@uibuk.com

9. How do I notify you of a claim that I wish to make?

To register a claim contact the claims administrator Compass Underwriting Limited in writing or by telephone on 0800 014 7028 or by email to claims@uibuk.com. All contact details and further information can be found in your Policy wording, section 8.

10. How do I make a complaint about this insurance policy?

Any complaints about this insurance policy should be addressed to Union Income Benefit who arranged it for you. If they cannot resolve the complaint to your satisfaction, you can contact:

- For Sales and Administration complaints: the Financial Ombudsman Service, Insurance Division;
- For Claims and Policy Terms complaints: the Office of the Arbiter for Financial Services.

All contact details and further information can be found in your Policy wording, section 9.

11. The Financial Services Compensation Scheme (FSCS)

Advent Insurance PCC Ltd – UIB Cell is a member of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance and circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk). All contact details and further information can be found in your Policy wording, section 9.

Please review your cover periodically to ensure that it continues to meet your needs and your financial circumstances.

50+ Personal Accident Plan Policy wording

Thank you for choosing the 50+ Personal Accident Plan administered by Union Income Benefit Holdings Ltd and underwritten by Advent Insurance PCC Ltd - UIB Cell. In return for the appropriate premium this insurance will pay you the benefits shown on the Table of benefits (section 4. What is covered?) if an insured person suffers accidental death or one of the specified fractures, burns or dislocations listed as the result of an accident.

1. Definitions

Accident and Accidental - a sudden identifiable violent external event that happens by chance and which could not be expected; or unavoidable exposure to severe weather

Accidental death - if during the **period of cover** an **insured person** suffers an **accident**, which results directly and independently of any other cause within 12 calendar months, in their death.

Administrator - Union Income Benefit Holdings Ltd (UIB) who sell and administer the insurance on behalf of the insurer.

Air travel - boarding, travelling in or getting out of any fully licensed passenger carrying aircraft (owned by a registered commercial airline) as a fare-paying passenger.

Benefit - the amount the **insured person** is covered for on the **policy**. The cash benefit(s) are shown in the Table of benefits (section 4. What is Covered?).

CBRN terrorism - an unlawful act committed for political, religious or ideological purposes with the aim of influencing a government and/or causing fear among the public that results directly or indirectly in the release of chemical, radiological, biological or nuclear agents.

Change date - the date any change was made to **your policy**. This is shown on **your Policy schedule**.

Dislocation - the displacement from their normal position of bones meeting at a joint requiring local or general anaesthetic or traction.

End date - the date when cover under the **policy** ends. This is shown on **your Policy schedule**.

Fracture - A break in a bone. This does not include breaks that are caused by unhealthy bones and those that are unable to withstand normal stresses.

Grace period - the 60 day period after a **premium** is due but unpaid.

Insured person - **you** or **you** and **your partner** if

you have selected joint cover. The option that **you** have chosen will be shown on **your Policy schedule**.

Injury – an **injury** which is caused solely by an **accident** and occurs within 90 days of **you** suffering that **accident**. It does not include any **injury** caused by sickness, disease or any naturally occurring condition or process.

Maximum total benefit - the maximum limit on the amount of the **benefit** which **we** will pay for all claims under the **policy** in respect of each person covered under the **policy**. The **maximum total benefit** payable for each **insured person** is outlined in the Table of benefits (section 4. What is Covered?). When this limit has been reached, **we** will not pay any further **benefit** and cover will end for that **insured person**.

Partner - the person who is living with **you** and to whom **you** are married, or with whom **you** have a civil partnership; or the person who has been living with **you** as a couple, at the same address, for at least 3 months at the date of their **accidental death** or **injury**, as though they were **your** spouse or civil **partner**.

Period of insurance - The **period of insurance** commences on the **start date** and is for one month and continues for each successive month for which **you** have paid and **we** have accepted **your** premium.

Period of cover – the period between the **start date** and the date up to which **you** have paid the correct **premium**.

Plan - means this 50+ Personal Accident Plan.

Policy - means the terms agreed between **us** and **you** to provide the insurance cover. The **policy** is made up of the **Policy wording**, the **Policy schedule** and any information provided as part of the application. These documents should be read together.

Policy schedule - the document that forms part of **your policy**; it includes important information that is specific to **your** insurance.

Policyholder - the person named on the **policy**.

Premium(s) – the amount you pay in return for the **plan** as set out in **your Policy schedule**.

Relative – a husband, wife, partner or any other immediate family member related to the **insured person** by blood, marriage or law.

Qualified medical practitioner - a doctor or specialist registered or licensed to practise medicine under the laws of the country in which they practise who is neither: **you** nor a **relative** of **yours** unless approved by **us**.

Start date - the date when cover under the **policy** begins. This is shown on **your Policy schedule**.

UK resident – means resident in England, Scotland, Wales, Northern Ireland, for 7 months out of each year.

We, us, our - the insurer Advent Insurance PCC Ltd - UIB Cell.

You, your - the **policyholder**.

2. Eligibility

We will cover **you** under this contract if **you** are:

- a **UK resident**.
- are aged between 50 and 79 years inclusive at the **start date**.

If **you** have selected joint cover, as shown on **your Policy schedule**, **we** will cover **your partner** under this contract if **your partner** is:

- a **UK resident**
- aged between 50 and 79 years inclusive at the **start date** or the **change date** when **you** select joint cover

Law applicable and language

You and **we** are free to choose the law applicable to the **policy**. **We** propose to apply the laws of England and Wales and by purchasing this **policy you** have agreed to this. The language used to communicate with **you** will be English.

3. Paying premiums

- a. Premiums are payable monthly and collected by the **administrator** by direct debit.
- b. **We** or the **administrator** can change the premium by giving **you** 14 days' notice. If there are any changes to the current level of Insurance Premium Tax (IPT) or any new charges are placed on **us** or the **administrator**, **we** will change **your** premium from the date any changes are put in place.

4. What is Covered?

a. Accidental death

If during a **period of cover** an **insured person** suffers **accidental death**, **we** will pay the **benefit** as specified in the Table of benefits.

Special Conditions applicable to this section of the **policy**: if during a **period of cover** an **insured person** disappears and after a period of time it is reasonable for the police or registration authorities to believe that such **insured person** has died as a result of an **accident**, the **accidental death benefit** shall become payable subject to a signed undertaking given by the **insured person's** legal representatives that if the **insured person** is subsequently found to be alive such **accidental death benefit** shall be refunded to **us**.

b. Fractures

If during a **period of cover** an **accident** occurs resulting in an **injury** causing **fracture** in a bone and which is confirmed by a **qualified medical practitioner**, **we** will pay the **benefit** as specified

in the Table of benefits. In the event there are multiple **fractures** at the time the **injury** occurs, this **benefit** will be payable once, with the higher **benefit** amount being paid.

c. Burns

If during a **period of cover** an accident occurs resulting in an **injury** causing one of the **burns** specified in the Table of benefits and which is confirmed by a **qualified medical practitioner**, **we** will pay the **benefit** as specified in the Table of benefits.

d. Dislocations

If during a **period of cover** an **accident** occurs resulting in **injury** causing a **dislocation** and which is confirmed by a **qualified medical practitioner**, **we** will pay the **benefit** as specified in the Table of benefits.

Table of benefits	
How much an insured person is covered for under each section of cover	
Accidental death benefit	£20,000
Fractures	
Hip, upper leg, heel or pelvis (incl. coccyx)	£6,000
Lower leg, skull, collar bone, ankle, arm (including wrist and elbow)	£4,200
Hand (excl. fingers), foot (excl. toes and heel), shoulder blade, knee-cap or sternum	£3,000
Any other fracture	£1,500
Single fracture maximum	£6,000
Burns	
Third degree burns to 15% or more of body surface or 50% of either hand	£5,000
Third degree burns to at least 4% but to less than 15% of body surface (except hands)	£2,500
Second degree burns of 9% or more of body surface	£2,500
Single claim maximum	£5,000
Dislocations	
Single dislocation	£2,000
Single dislocation maximum	£2,000
Single claim maximum	£4,000
Maximum total benefit across all claims per insured person	£20,000

Claims provisions

1. For any one **accident** resulting in an **accidental death** claim we will only pay **benefit** for death for the **insured person**. The **benefits** for **fractures, dislocations** and **burns** will not be paid in addition to the death **benefit**.

2. A maximum of three claims are permitted in any 12 month period.

3. There is a maximum amount payable under the Plan for each **insured person** across all claims which is shown as **maximum total benefit** in the Table of benefits.

5. Exclusions

We will not pay any claim if it is caused directly or indirectly from any of the following:

- naturally occurring conditions that do not result from an **injury**
- any sickness or disease not directly resulting from **injury**
- suicide or attempted suicide or the **insured person** deliberately injuring themselves or putting themselves in danger (unless the **insured person** is trying to save someone's life)
- war whether declared or undeclared or by armed forces duty, service or operations
- medical error or negligence
- competing in any kind of race other than on foot or while swimming
- participating in diving, underwater diving, mountaineering / rock climbing, potholing or parachuting
- any flying activity except **air travel** (see definitions)
- motorcycling (including riding mopeds and motor tricycles) as a driver or a passenger
- the **insured person** taking part in an illegal act
- circumstances in which the **insured person** is under the influence of alcohol, drugs or medication according to an official report or independent evidence

Example: If the **insured person** is taking drugs or medication in accordance with a prescription from a **qualified medical practitioner**, or in accordance with the manufacturer's instructions, the **insured person** will be covered. However, if the **insured person** drives a motor vehicle whilst over the legal limit of alcohol at the time and place of the **accident**, this would be considered to be 'under the influence of alcohol' and the **policy** would not pay out.

- **CBRN terrorism**
- ionising radiation or contamination by biological

or chemical agents or radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel or the radioactive, toxic, explosive or other dangerous properties of any nuclear assembly or nuclear component machinery thereof

6. General conditions

a. When does cover end?

All cover under this **policy** will end:

- if the **premium** is not paid when due or within the **grace period**; or
- if the **policy** is cancelled by **you** or by **us**; or
- if the **maximum total benefit** limit is reached for the **policyholder**; or
- on the first **premium** due date following the **policyholder's** 85th birthday; or
- if the **policyholder** ceases to be a **UK resident**; or
- the death of the **policyholder** whichever occurs first

If the first **premium** is not paid when due the **policy** will be void.

Cover will end for an **insured person**:

- on their death; or
- on reaching age 85; or
- when the **insured person** who is not the **policyholder** no longer meets the definition of **partner**.

If **you** do not pay **your** premium when due or within the **grace period**, **your policy** will end automatically at the end of the last month **you** paid **your** premium.

b. Cancelling your cover –

Your statutory cancellation rights:

You may cancel this **policy** within 30 days of receipt of the **policy** documents by contacting the **administrator's** Customer Services on the details below. Providing **you** have not incurred eligible claims during the period **we** will refund any **premium you** may have paid.

Cancellation outside the statutory period:

If **you** cancel at any other time no refund of any part of **your premium** will be made. **You** will continue to be covered by the **policy** up until the next **premium** due date. No further **premiums** will then be due.

Contact UIB Customer Services

- by email to customer-care@uibuk.com
- by telephone on 0343 178 1255 (Mon to Fri 9am-6pm)
- by writing to Customer Services, Union Income Benefit, 39-51 Highgate Road, London NW5 1RT

We or the **administrator** reserve the right to cancel **your policy** when there is a valid reason to do so.

Valid reasons include, but are not limited to:

- **You** fail to pay the **premium** when due
- **You** act in a fraudulent manner
- **You** fail to supply requested validation documents
- **You** fail to take reasonable care to ensure that information provided by **you** and/or an **insured person** is accurate and not misleading.

We will not cancel **your policy** alone or cancel the insurance of an **insured person** solely because of:

- any change in an **insured person's** health or physical condition;

We may cancel **your policy** or revise the covers and **benefits** for like categories of **insured person**, but **we** will do this only when **we** cancel or revise all **policies** which **we** have issued under this **plan**.

If **we** cancel **your policy** we shall provide **you** with 14 days prior written notice to the contact details that **we** hold for **you**. Within this notice **we** will advise **you** of **our** reasons for cancelling **your policy**. If **we** are unable to collect a payment **we** will use reasonable endeavours to collect the outstanding payment(s) before exercising **our** right to cancel the **policy**.

c. Changing your policy

If **you** want to change **your policy** or if **your** insurance needs or any of the information **you** have given **us** changes **you** must notify the **administrator** (UIB) on the details below. The **administrator** will update the **policy** and issue a new **Policy schedule** each time a change is agreed. Any change made to **your policy** will begin on the **change date** specified in the **Policy schedule** to record the change in cover becoming effective.

Contact UIB Customer Services:

By phone: 0343 178 1255

By Email: customer@uibuk.com

In writing: UIB Customer Services, 39-51 Highgate Road, London NW5 1RT.

We reserve the right to make changes or add to these **policy** terms:

- for legal, regulatory or taxation reasons; and/or
- to reflect new industry guidance and codes of practice; and/or
- to reflect legitimate costs increases or reductions associated with providing the **plan** or **policies** in a similar class of business.

If changes become necessary, they will be applied to all **policies** issued under this **plan**.

We will not make changes which apply only to **your policy** or to persons insured under **your policy**. The **administrator** will contact **you** using the contact details they have for **you** with details of any changes at least 30 days before **we** make them. **You** will then have the option to continue with, or to cancel, the **policy**. Should **you** request that **your policy** be cancelled the **administrator** will cancel it from the last day of the month on which they receive **your** cancellation request, provided that the **premium** for that month was fully paid. No refund of **premium** will be made.

d. Fraud

You must not act in a fraudulent way. If **you** or anyone acting for **you**:

- make a claim under the **policy** knowing the claim to be false or exaggerated in any way;
- make a statement to support a claim knowing the statement to be false in any way;
- send **us** a document to support a claim knowing the document to be forged or false in any way; or
- make a claim for any loss or damage caused by **your** deliberate act or with **your** agreement.

In these circumstances **we**:

- will not pay the claim;
- will not pay any future claim, which may, or may not, have already been notified to **us**;
- may declare the **policy** void;
- will be entitled to recover from **you** the amount of any claim already paid under the **policy**;
- will not return any of **your premiums**;
- may let the police know about the circumstances.

e. Moving abroad

Benefit will not be paid for an **accident** which happens to an **insured person** under this **policy** if at the date of the **accident** the **insured person** has been outside the United Kingdom for more than 12 weeks in the preceding 52 week period. Cover in respect of that **insured person** will cease on the last day of the twelfth week.

If **you** wish to extend cover to include such absences, then please write to the **administrator** with full details before the **insured person** concerned leaves the United Kingdom. **We** will then decide whether **we** are able to extend cover to the **insured person** while they are abroad. If **we** do, **we** will send you written confirmation to the details that **we** extending the cover under this **policy**.

7. Sanctions

We will not be liable to provide cover (including payment of a claim or provision of

any other **benefit**) under this **policy** if **we** are prevented from doing so by any sanction which prohibits **us** from providing cover under this **policy**. Sanctions change from time to time and can include prohibiting the transfer of funds to a sanctioned country, freeze the assets of a government, the corporate entities and residents of a sanctioned country, or freeze the assets of specific individuals or corporate entities.

This means that if **you**, or any third party who has suffered a loss which would otherwise be covered under the **policy**, are the subject of a sanction, **we** may not be able to provide cover under the **policy**.

8. How to make a claim

To make a claim under the **policy** please, request a claim form from the **claims administrator** - Compass Underwriting Limited, 50 Mark Lane, London EC3R 7QR.

Telephone: 0800 014 7028;

Email: claims@uibuk.com

The **claims administrator** will ask for details and any relevant information **we** need in order to consider the claim. The person who is able to claim on **your policy** will normally be **you** or **your** legal representative in the event of **your** death.

Once **we** agree to pay the claim **we** will usually pay any cash **benefits** to **you** or **your** legal representative promptly once settlement terms are agreed. No interest is payable by **us** on claim settlements.

As soon as is reasonably possible after any incident which may give rise to a claim under the **policy** you must provide for **us** at **your** own expense, any medical certificates and other evidence **we** may ask for to support your claim. If necessary, the **insured person** must also agree to a medical examination, at **our** expense, whenever **we** ask for one.

You cannot keep in force or claim **benefit** under more than one **policy** which principally provides **accidental death, fractures, dislocations or burns benefits** as a result of an **accident** which has been issued under guaranteed acceptance and is administered by Union Income Benefit Holdings Ltd and underwritten by Advent Insurance PCC Ltd – UIB Cell and in respect of which a **premium** is paid. If **you** hold more than one of these policies:

- **we** will consider **you** to be insured under the **policy** which provides the highest **benefits**; or
- if the **benefits** are the same **we** will consider **you** to be insured under the **policy** which was issued first.

In any case, **we** will refund the **premium** paid for **you** under the **policy** which is not giving cover and issue an amended **Policy schedule** showing the correct details.

9. What happens if you are not satisfied with the service?

We, the **claims administrator** and the **administrator** always try to provide a first-class standard of service. However, sometimes things can go wrong. If **you** have a complaint **you** should contact the **administrator**, Union Income Benefit Holdings Ltd who arranged this insurance for **you**;

- by email: customerrelations@uibuk.com
- by phone on: 0343 178 1255
- by writing to: Customer Relations, Union Income Benefit, 39/51 Highgate Road, London NW5 1RT

If the **administrator** cannot resolve the complaint to **your** satisfaction, **you** can contact:

1. For Sales and Administration Complaints:

Financial Ombudsman Service, Insurance Division, Exchange Tower, London E14 9SR.

Phone: 0800 0234567 or fax: 020 7964 1001.

Email: complaint.info@financial-ombudsman.org.uk

FOS is an independent organisation that arbitrates on complaints about general insurance products. It will consider complaints after the firm has given **you** written confirmation that they have been through their full complaints procedure. **You** have six months from the date of the firm's final response in which to refer **your** complaint to the FOS. This does not affect **your** right to take legal action.

2. For Claims and Policy Terms Complaints:

Office of the Arbitrator for Financial Services
First Floor

St Calcedonius Square

Floriana FRN1530

Malta

Phone: 00 356 21249245

(standard overseas call charges apply)

Email: complaint.info@financialarbitrator.org.mt

We are bound by the Office of the Arbitrator for Financial Services decision but **you** are not. This does not affect **your** right to take legal action.

If **you** bought **your policy** online **you** can use the Online Dispute Resolution platform to submit **your** complaint to the Financial Ombudsman Service or the Office of the Arbitrator for Financial Services - <http://ec.europa.eu/consumers/odr/>

Financial Services Compensation Scheme (FSCS)

In the unlikely event **we** are unable to meet **our** liabilities, **you** may be entitled to compensation under the Financial Services Compensation Scheme. Further information can be obtained from the Financial Services Compensation Scheme by visiting their website at www.fscs.org.uk, by contacting them via email on enquiries@fscs.org.uk in writing to 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU; or by telephone 0800 678 1100 or 020 7741 4100.

10. Data protection notice

The Personal Information you provide

Advent Insurance PCC Ltd (UIB Cell) and Union Income Benefit Holdings Ltd, the **administrator**, are the joint data controllers (as defined in the Data Protection Act 1998) and fully accept the responsibility of protecting the privacy of customers and the confidentiality and security of personal information provided to either party.

In this notice, Personal Information is sensitive personal data (as defined in the Data Protection Act 1998) and means any information that identifies an individual and includes any sensitive personal information (e.g. information about health or medical condition(s)).

Where this notice refers to **you** or **your** Personal Information, this will include any information that identifies another person whose information **you** have provided to **us** or the **administrator**. **We** and the **administrator** will assume that they have appointed **you** to act for them). **You** agree to receive on their behalf any data protection notices from **us** or the **administrator**. **Your** Personal Information will be used for the purpose of providing insurance services. By providing Personal Information, **you** consent that **your** Personal Information, will be used by **us**, the **administrator**, **our** reinsurers, service providers/ business partners, and **our** agents for administration, customer service, claims handling, assistance services, customer profiling, and for management and audit of our business operations. **We** or the **administrator** may also pass **your** Personal Information to other insurers and regulatory and law enforcement bodies for the prevention of fraud, financial crime or where the law requires **us** or the **administrator** to do so. **We** and the **administrator** will not share **your** Personal Information unless **you** or **your** nominated

personal representative have provided explicit consent or **we** or the **administrator** are required to do so by law.

We or the **administrator** may transfer **your** Personal Information to countries outside the EEA which may not have the same level of data protection as in the United Kingdom and Malta, but if this is necessary it will be ensured that appropriate safeguards are in place to protect **your** Personal Information. If **you** ask **us** or the **administrator**, what Personal Information is held about **you** it will be provided to **you** in accordance with applicable law. No fee will be charged for this. Any Personal Information which is found to be incorrect will be corrected promptly. **We** and the **administrator** may monitor and/ or record **your** communication with **us** or the **administrator**, either ourselves or using reputable organisations selected by **us**, to ensure consistent servicing levels and account operation. **We** or the **administrator** will keep information about **you** only for so long as it is appropriate.

For questions regarding **your** Personal Information, please contact: UIB Customer Services by email to customer care@uibuk.com by telephone on 0343 178 1255 (Mon to Fri 9am – 6pm)

by writing to UIB Customer Services
39-51 Highgate Road, London NW5 1RT

11. Other important information

Advent Insurance PCC Ltd – UIB Cell is the insurer on this **policy**. Advent Insurance PCC Ltd (C52394) is a Protected Cell Company authorised and regulated by the Malta Financial Services Authority to provide general insurance. This can be checked on the MFSA web site www.mfsa.com.mt

The cellular assets of the Advent Insurance PCC Ltd - UIB Cell are utilised to satisfy the cellular liabilities of the UIB Cell.

Compass Underwriting Limited provides claims management services to the insurer. Compass Underwriting Limited are authorised and regulated by the Financial Conduct Authority. This can be checked on the FCA's register by visiting the FCA's website at www.fca.org.uk.

Union Income Benefit Holdings Ltd acts an agent of the insurer for sales, administration and complaints. Union Income Benefit Holdings Ltd are authorised and regulated by the Financial Conduct Authority. This can be checked on the FCA's register by visiting the FCA's website at www.fca.org.uk.

Contact Us

Customer Services

Telephone: 0343 178 1255
Email: customercare@uibuk.com

Address:
Customer Services
Union Income Benefit
39/51 Highgate Road
London
NW5 1RT

Lines open Mon to Fri 9 a.m. to 6 p.m. Telephone calls may be recorded for monitoring and quality purposes.

Claims

Telephone: 0800 014 7028
Email: claims@uibuk.com

Address:
Claims Department
Compass Underwriting Limited
50 Mark Lane
London
EC3R 7QR

Lines open Mon to Fri 9 a.m. to 5 p.m. Telephone calls may be recorded for monitoring and quality purposes.