

# Life Cover

Policy wording

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# Key Features and Terms and Conditions of Life Cover

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## What is the purpose of this document?

The Financial Conduct Authority (FCA) is a financial services regulator. It requires us, Scottish Friendly, to give you this important information to help you decide whether Life Cover is right for you. Please read this document carefully so that you understand what you are buying and then keep it safe for future reference.

## What questions should I ask before I take out this product?

This product may meet the demands and needs of those who want a cash lump sum to be paid when they die. In this document, Scottish Friendly answers some important questions you should ask before applying. You'll find these on page 2.

## What should I do now?

Please read this document carefully to help you decide if this product is right for you.

## About Life Cover

Life Cover is issued, underwritten and claims are administered by Scottish Friendly Assurance Society Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Details can be found on the Financial Services register (registration number 110002). Registered Office: Galbraith House, 16 Blythswood Square, Glasgow G2 4HJ.

Life Cover is arranged by Union Income Benefit Holdings Ltd and administered by Union Income Benefit Holdings Ltd on behalf of Scottish Friendly. Union Income Benefit Holdings Ltd is authorised and regulated by the Financial Conduct Authority. Details can be found on the Financial Services Register (registration number 307575. Registered Office: 7/10 Chandos Street, London W1G 9DQ.

The terms and conditions in this document, together with your policy schedule and application summary, will form the agreement upon which we will rely. For your own benefit you should read this document carefully before carrying on. If you do not understand any point, please ask for further information using our contact details on page 6.

Scottish Friendly and Union Income Benefit have not assessed your demands and needs and are not offering any advice about this product being suitable to meet them. As a result, you will not be protected by the Financial Conduct Authority rules on suitability

in respect of Scottish Friendly or Union Income Benefit. If you doubt the suitability of this product for your needs, please contact a financial adviser.

## Key Features of Life Cover

These Key Features are a summary of Life Cover. The full terms and conditions appear on pages 4 to 7.

Life Cover is a life insurance policy issued by Scottish Friendly.

## Its aims are:

To provide a cash lump sum should you die. This policy only provides cover for accidental death during the first 2 years. After the first 2 years, full life cover for any cause of death is provided. Cover ends on the first premium due date following your 69th birthday, after which no cash lump sum will be payable.

## Your commitment

- To pay a fixed amount each month (the monthly premium) until the age of 69.
- To check your application summary and policy schedule which we send you after you take out a policy, and immediately inform Union Income Benefit if there is anything that is wrong.

## Risks

- Your policy will end if you are more than 60 days late in paying a monthly premium.
- Your policy will have no cash-in value at any time.
- Your policy ends on the first premium due date following your 69th birthday after which no cash lump sums will be payable
- If you die within 2 years of your policy start date then we will only pay the cash lump sum for early accidental death. If you die of any other cause within two years of your policy start date, we will pay a premium refund but no cash lump sum will be payable.
- If you do not provide accurate and true information when you apply, Scottish Friendly may reduce the benefit payable or make no payment.
- Your cash lump sum on death is fixed and will not increase with inflation. This means that, over time, the buying power of the cash lump sum will reduce.

You should make sure you have the right cover both at outset and at any future point.

- Depending on your wealth at the time, the cash lump sum on death may be subject to Inheritance Tax.

## QUESTIONS & ANSWERS

### What is the Scottish Friendly Life Cover policy?

Life Cover is a guaranteed acceptance life insurance policy issued and underwritten by Scottish Friendly; arranged by Union Income Benefit and administered by Union Income Benefit on behalf of Scottish Friendly. Unlike this policy, Life insurance applications are typically underwritten. What this means is you will have to answer questions about your health, family history, height, weight and even how often you go to the gym. In some cases, you may also have to complete medical tests. Based on your responses and results, you could get more cover at a cheaper price or your cover could possibly get declined.

### How much will my policy cost?

When you apply for Life Cover, Scottish Friendly will calculate a monthly premium based on your age and the amount of cover you want. This will be the monthly premium you need to pay until you no longer want the policy or until you reach age 69.

### How much cover can I have with my policy?

The cash lump sum and monthly premium will be stated in your policy schedule. The maximum cash lump sum available is £50,000.

### Can I increase the cover on my policy?

Once your policy starts you cannot increase the cash lump sum on your policy. You can take another policy if you want more cover. You can have multiple policies, as long as the total amount of cover for all your Scottish Friendly policies arranged by Union Income Benefit is not more than maximum cash lump sum of £50,000. Any further policies will be subject to the 2 years waiting period and only accidental death will be covered in the first 2 years of the new policy.

### Can I reduce the cover on my policy?

You can reduce the cover on your policy at any time subject to the minimum premium level. However, if you reduce the cover on your policy, you cannot then increase the cover at a later date. You would have to take out another policy if you wanted more cover.

There is a cooling off period for any reduction in cover, which means that you can reinstate your original cash lump sum within 30 days, if you change your mind. If you choose to reinstate your original cash lump sum you will also need to pay the original premium.

### Can more than one person be covered by a policy?

No. The policy covers the policyholder only.

### When will Scottish Friendly pay out a cash lump sum under this policy?

The cash lump sum will be the sum assured stated in

your policy schedule and will be payable if you die more than 2 years after the policy start date provided you have paid all your monthly premiums. The policy will end on your death and any cash lump sum due will be paid to your estate.

### What happens if I die during the first 2 years?

If you die within 2 years of your policy start date and your death is not early accidental death your estate will receive a premium refund but no cash lump sum will be payable.

If you die within 2 years of your policy start date and your death is early accidental death (which means death as a direct result of a single, unexpected, unforeseen and unintentional incident and is not a symptom of a disease or illness) which did not arise from:

- Self-inflicted injury, suicide or attempted suicide by you, regardless of the state of your mental health;
- Participating in any criminal act;
- Participating in hazardous hobbies and pastimes; (Meaning engaging in private aviation, parachuting, motor sports (including motorcars, motorcycles and speedboats), sports underwater diving, caving/potholing or mountaineering (other than hill walking, trekking, abseiling or artificial wall climbing)
- War (whether declared or not), riot or civil commotion
- Taking drugs (unless these were prescribed by a UK registered Medical professional)
- Reckless consumption of alcohol (Consumption of alcohol such that it results in mental or physical impairment which causes the accident or results in you doing something you would not normally do without the influence of alcohol).

then Scottish Friendly will pay your full cash lump sum, provided you have paid all your monthly premiums when due.

### When won't Scottish Friendly pay out a cash lump sum or premium refund under this policy?

Scottish Friendly will not pay out if you have not kept up your monthly premiums. Your policy will end if you are more than 60 days late in paying a monthly premium. Your cover will stop which means no cash lump sum or premium refund will be payable if you die and you won't get any money back.

Scottish Friendly will not pay any sum under the policy after the end of the policy term.

If you do not provide accurate and true information when you apply, then we have the right to review your policy which includes the right to reduce your cash lump sum to a level which would have applied had you correctly told us your age at the time of application.

It is therefore important that you answer the questions in your application with due care and accuracy and check the application summary and policy schedule when you receive it.

### **Can I cancel my policy?**

When you take out your policy, you will have 30 days to change your mind and cancel your policy. If you exercise this right, you will get a refund of any premiums paid and your cover will be cancelled. After this 30 days period, you can cancel your policy at any time but no refund of premium will be paid.

### **Will I be taxed on my policy or cash lump sum?**

Payments from this policy will generally be free of all UK income tax and capital gains tax, but may be subject to inheritance tax depending on the value of your estate when you die. Taxation information is issued on the basis of our understanding of current tax law and practice and may change in the future.

### **How do you go about making a claim under the policy?**

In the event of a claim, your representatives should contact us at the address in the 'Contacting Scottish Friendly' section. Scottish Friendly will then issue them with a claim form and information pack.

## **IMPORTANT INFORMATION**

### **Cancellation rights**

Within your welcome pack, you'll receive notice of your right to change your mind and instructions on how to cancel your policy. You'll then have 30 days to cancel it.

### **Taxation**

All references to taxation are to UK taxation and are issued on the basis of Scottish Friendly's understanding of current tax law and practice. The tax treatment of your policy depends on your individual circumstances and tax law may change in the future.

### **Money Laundering Regulations 2017**

Under these regulations, there is a requirement to prove the identity of people who wish to take out life, pension or investment contract. You may therefore be asked to supply documents as evidence of your identity and/or your address and we may check your identity with a credit checking agency.

### **Solvency II Directive information**

Under this directive, we are required to provide you with a Solvency and Financial Condition Report

which you can access via our website at [www.scottishfriendly.co.uk/customer-centre/solvency-two](http://www.scottishfriendly.co.uk/customer-centre/solvency-two)

### **What happens if Scottish Friendly becomes insolvent?**

If you buy a Policy from Scottish Friendly and we cannot pay the full amount due, you may be entitled to compensation under the Financial Services Compensation Scheme. The maximum level of compensation for claims against firms declared in default is 100% of the claim with no upper limit. You can get further information from the Financial Services Compensation Scheme at: Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU  
Tel: 0800 678 1100\*. Web: [www.fscs.org.uk](http://www.fscs.org.uk)

### **Contacting Scottish Friendly**

If you want to contact Scottish Friendly you can write to: Scottish Friendly Assurance Society Limited, Galbraith House, 16 Blythswood Square, Glasgow, G2 4HJ

Alternatively, you can contact Scottish Friendly by telephone on 0333 323 5433\*\* (Mon to Fri 8.30am - 5.30pm).

### **How to complain**

If you want to complain about any aspect of the service you receive, please contact: Union Income Benefit in respect of the sale of this policy or the ongoing customer service:

- by email to [customerrelations@uibuk.com](mailto:customerrelations@uibuk.com)
- by telephone on 0343 178 1255\*\* (Mon to Fri 9am - 6pm)
- by writing to Union Income Benefit, Customer Relations, 39-51 Highgate Road, London NW5 1RT

Scottish Friendly in respect of the terms of the policy or a claim:

- by telephone on 0333 323 5433\*\* (Mon to Fri 8.30am - 5.30pm)
- by writing to Scottish Friendly Assurance Society Ltd, Galbraith House, 16 Blythswood Square, Glasgow G2 4HJ

Please have your policy details to hand should you need to make contact.

If you remain dissatisfied following Scottish Friendly or Union Income Benefit's final response, you may refer your complaint to the Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR, telephone 0800 023 4567\* or 0300 123 9123\*\*. Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The certified provider used by Scottish Friendly is the Financial Ombudsman Service.

The existence of these complaint procedures does not reduce your statutory rights relating to this policy. For further information about your statutory rights contact the Office of Fair Trading or Citizens Advice Bureau.

### Language and law

Scottish Friendly propose to choose the law of England and Wales and, by entering into this contract, you agree that the law of England and Wales applies. All communication will be in English. In legal disputes, the law of England and Wales will apply.

This is a brief guide to the key features of the product. Full details are contained in the terms and Conditions and also in the policy schedule, which are evidence of the legally binding contract between you and Scottish Friendly Assurance Society Limited.

\*Free from a UK landline

\*\*Calls cost no more than calls to numbers starting with 01 or 02 and if you are calling from a mobile phone, calls will count towards any inclusive minutes you have rather than being charged separately.

These and the key features are the **terms and conditions** under which **your policy** will operate. **You** should read them carefully as they, together with **your policy schedule** and **application summary**, will form the basis of a contract between **you** and **Scottish Friendly Assurance Society Limited**.

**Your policy** is underwritten by **Scottish Friendly Assurance Society Limited** who also manage all claims.

**Scottish Friendly Assurance Society Limited** is a friendly society incorporated and registered under the Friendly Societies Act 1992. Our registered office is at Galbraith House, 16 Blythswood Square, Glasgow G2 4HJ.

**Scottish Friendly Assurance Society Limited** is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration No. 110002, with permission to effect and carry out contracts of insurance.

**Your policy** is arranged by Union Income Benefit Holdings Ltd and administered by Union Income Benefit Holdings Ltd on behalf of **Scottish Friendly**. Union Income Benefit Holdings Ltd a company registered in England and Wales, number 03877610. Registered Office: 7/10 Chandos Street, London W1G 9DQ.

Union Income Benefit Holdings Ltd is authorised and regulated by the Financial Conduct Authority. Details can be found on the Financial Services Register (registration number 307575), with permission to assist in the arrangement and administration of contracts of insurance.

### GLOSSARY Definitions

The definitions below provide explanations of the some of the key words and expressions used throughout these key features and **terms and conditions**.

#### Application

The questions asked of and information provided by the **policyholder** at the time they apply for their **policy**, the details of which are repeated in the **application summary** sent to the **policyholder** together with their **policy schedule**.

#### Application Summary

A document detailing all the information supplied by the **policyholder(s)** as part of their **application**.

#### Cash Lump Sum

The amount shown on **your policy schedule** that **we** will pay in the event of **your** death in accordance with the terms of the **policy**.

#### Claim

Any request to receive a **cash lump sum** or **premium refund** in accordance with the terms of the **policy**.

#### Early Accidental Death

Means death as a direct result of a single, unexpected, unforeseen and unintentional incident that happens within 2 years of the **policy start date** of this insurance and is not a symptom of a disease or illness which did not arise from:

- Self-inflicted injury, suicide or attempted suicide by **you**, regardless of the state of **your** mental health;
- Participating in any criminal act;
- Participating in hazardous hobbies and pastimes;

(Meaning engaging in private aviation, parachuting, motor sports (including motorcars, motorcycles and speedboats), sports underwater diving, caving/ potholing or mountaineering (other than hill walking, trekking, abseiling or artificial wall climbing)

- War (whether declared or not), riot or civil commotion
- Taking drugs (unless these were prescribed by a UK registered Medical professional)
- Reckless consumption of alcohol (Consumption of alcohol such that it results in mental or physical impairment which causes the accident or results in **you** doing something **you** would not normally do without the influence of alcohol).

### Monthly Premium

The set sum of money specified in the **policy schedule** which must be paid by Direct Debit each month during the **policy term**.

### Premium Refund

Payment made from the **policy** following the death of the **policyholder** when no **cash lump sum** is payable.

### Policy

The legal contract between, the **policyholder** and **Scottish Friendly** comprising the **terms and conditions**, the **policy schedule** and the **application summary**.

### Policyholder

The individual who purchased the **policy**, pays the Premium and is the life assured as named in the **policy schedule**. This **policy** may not be transferred or assigned to another person.

### Policy Start Date

The date at which the **policy** will begin and before which no **cash lump sums** will be payable, as specified in the **policy schedule**.

### Policy Schedule

The document issued after the acceptance of the **application** which contains the name and other details of the **policyholder**, the **policy start date**, the terms of the **monthly premium** and the potential **cash lump sum** payable under the **policy**.

### Policy Term

The duration of the **policy** starting on the **policy start date** and ending on the first premium due date following **your** 69<sup>th</sup> birthday

### Scottish Friendly

**Scottish Friendly** Assurance Society Limited.

### Sum Assured

The **cash lump sum** amount payable under the

**policy** on **your** death during the **policy term** in accordance with the **policy terms and conditions**.

### Terms and Conditions

The **terms and conditions** as set out in these key features and **terms and conditions**.

### UK Resident

Means a person physically living in the UK and either a citizen of the UK or a British Overseas Territories citizen or who has been granted permission to settle permanently in the UK. For the purposes of the definition of Resident, British Overseas Territories citizen shall be given the meaning applied by the UK government from time to time.

### We, us or our Scottish Friendly.

### You or Your

The **policyholder** as named in the **policy schedule**.

Any references to legislation or regulations include any changes that might be made to them after this **policy** has been issued.

Where appropriate, the words in the singular will include the plural and vice versa, and the masculine will include the feminine and vice versa.

### Eligibility

To be eligible for cover under this **policy**, **you** must be a **UK resident** and be aged 18 to 64 inclusive at the **policy start date**.

### Cash lump sum under your policy

**We** will pay a **cash lump sum** when **you** die from **early accidental death** or when **you** die from any cause more than 2 years after the **policy start date** provided **you** have paid all of **your monthly premiums**. **Your policy** will cease on the date of your death and after a **cash lump sum** payment.

### Premium refund under your policy

**We** will pay a **premium refund** when **you** die within 2 years of the **policy start date** provided **you** have paid all of **your monthly premiums** and **your** death has not been **early accidental death**. **Your policy** will cease on the date of **your** death and after a **premium refund** payment.

### When will the policy not pay out any cash lump sum or premium refund?

No **cash lump sum** or **premium refund** will be payable if **you** have not maintained **your monthly premiums**. **Your policy** will end if **you** are more than

60 days late in paying a **monthly premium**, and **you** won't get any money back. **Scottish Friendly** will not pay any sum under the **policy** after the **policy** has ended.

### **Misrepresentation of material facts**

The **policy** has been issued on the basis of the answers **you** gave to the questions during the application process particularly in respect to **your** age. If these answers were not truthful or accurate, the **cash lump sum** may be reduced or make no payment.

**You** should check the details as repeated in **your application summary** carefully. It is **your** responsibility to immediately inform Union Income Benefit of any errors or answers which are incorrect or not truthful. If **we** later discover that any of **your** answers were not truthful or accurate, then **we** have the right to review **your policy** which includes the right to reduce the amount payable under the **policy** to bring it into line with the amount **we** would have paid had **you** provided accurate information.

### **Your monthly premium under your policy**

**Your policy schedule** will detail the fixed **monthly premium** payable each month until the day **you** die or the first monthly premium due date following **your** 69th birthday. **Your monthly premium** will remain the same. **Your monthly premium** can only be paid by Direct Debit and not by card or cheque. Therefore please ensure **you** maintain **your** Direct Debit facility.

### **What happens if I miss a monthly premium?**

If for whatever reason **you** stop paying **your monthly premiums**, **your policy** will lapse 60 days after the first missed **monthly premium** was due. However, if **you** restart **your monthly premiums** and pay the missing **monthly premiums** within that 60 days period, **your policy** will carry on. If **your policy** lapses, no **cash lump sum** will be paid. Please ensure **you** keep up **your monthly premiums** if **you** want **your policy** to continue.

### **Can I change the Cash Lump Sum on my policy?**

Once your policy starts you cannot increase the **Cash Lump Sum** on **your policy**. **You** can take another policy if **you** want more cover. You can have multiple policies, as long as the total amount of cover for all **your** Scottish Friendly policies arranged by Union Income Benefit is not more than maximum **Cash Lump Sum** of £50,000.

**You** can reduce the cover on **your** policy at any time subject to the minimum premium level. However, if

**you** reduce the cover on **your policy**, **you** cannot then increase the cover at a later date. You would have to take out another policy if you wanted more cover.

If you change your mind about reducing your cover within 30 days you can reinstate your original Cash Lump Sum. If you choose to reinstate your original Cash Lump Sum you will also need to pay the original premium.

### **Making a claim under your policy**

To make a **claim** under **your policy**, **your** representatives should contact **Scottish Friendly** at the address/telephone number in the 'Contacting **Scottish Friendly**' section.

They should do this within 6 months of **your** death. **Scottish Friendly** will send a form for them to complete and return. **Scottish Friendly** may also request documentation to verify their identity. No sum will be payable under the **policy** until Scottish Friendly have been able to verify **your** identity.

Once **your claim** has been accepted, **Scottish Friendly** will pay the **cash lump sum** or **premium refund** as appropriate to **your** estate.

### **Canceling your policy**

**You** will have 30 days from the receipt of **your policy schedule** in which to cancel **your policy**. If **you** want to exercise **your** right to cancel, **you** should contact Union Income Benefit at the address/telephone number provided in this booklet and **we** will refund any **monthly premiums** paid and bring **your policy** to an end. **You** may cancel the **policy** at any time outside this 30 days period and Union Income Benefit will cancel **your policy** on the last date of the month in which **your last monthly premium** was paid.

No refund of premium will be made. No **cash lump sum** or **premium refund** will be payable under the **policy** once it is cancelled.

### **Contacting Scottish Friendly or Union Income Benefit**

Should **you** wish to contact Union Income Benefit who arranged **your policy** and administer it on behalf of **Scottish Friendly**:

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

Should **you** wish to contact **Scottish Friendly** who



have underwritten **your policy** and manage claims:

- by telephone on 0333 323 5433 (Mon to Fri 8.30am – 5.30pm)
- by writing to Scottish Friendly Assurance Society Limited, 16 Blythswood Square, Glasgow G2 4HJ

### General policy conditions

**Scottish Friendly** propose to choose the law of England and Wales and by entering into this contract **you** agree that the law of England and Wales applies. All communication will be in English. In legal disputes, the law of England and Wales will apply.

Where there is a change in legislation or taxation, **Scottish Friendly** may review these **terms and conditions** and make changes to the **policy**, provided those changes conform with the regulations and principles set out by the Financial Conduct Authority.

Only changes considered appropriate in order to maintain the purpose or effect of the **policy** including increasing the **monthly premiums** to reflect any tax or levy on or by reference to the **monthly premiums** will take place. **Scottish Friendly** will provide **you** with 3 months' written notice of any change unless regulatory, legislative or taxation changes require **us** to change these **terms and conditions** in a shorter period of time.

All **monthly premiums** must be payable from a UK bank account and all payments will be made in UK currency and to a UK bank account.

### Data protection

The personal information **you** provide.

**Scottish Friendly** and Union Income Benefit Holdings Ltd, are the joint data controllers (as defined in the Data Protection Act 1998 and any successor regulation (DPA)) 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 DPA) 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 Union Income Benefit. **We** and Union Income Benefit 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 Union Income Benefit. **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**, Union Income Benefit, **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 Union Income Benefit 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 Union Income Benefit to do so.

**We** or Union Income Benefit 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, 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 Union Income Benefit, what Personal Information is held about **you** it will be provided to **you** in accordance with applicable law. Any Personal Information which is found to be incorrect will be corrected promptly. **We** and Union Income Benefit may monitor and/or record **your** communication with **us** or Union Income Benefit, either ourselves or using reputable organisations selected by **us**, to ensure consistent servicing levels and account operation. **We** or Union Income Benefit will keep information about **you** only for so long as it is appropriate.

**We** will not use **your** Personal Information in order to provide **you** with marketing unless **you** have given **your** explicit consent to allow **us** to use this information for this purpose. If **you** wish to unsubscribe from **our** marketing communications please contact **us** on the details below quoting **your** name, address, telephone number and email address. **You** have the right to ask **us** to delete **your** data or cease processing it at any time, however **we** may not be able to do this if **we** require **your** data in respect of **our** contract with **you**.

We have a dedicated Data Protection Officer who you can contact for any queries or to exercise any of your rights under data protection regulations including: data subject access requests, correcting your information, making a complaint. If you believe we are holding inaccurate information about you or wish to request a copy of your information, you should contact us.

**Contact Details:**

Union Income Benefit

Data Protection Officer

By email: [dataprotection@embignell.com](mailto:dataprotection@embignell.com)

By post: Data Protection Team, Embignell Ltd.

Union Income Benefit 39/51 Highgate Road,  
London NW5 1RT

**Scottish Friendly**

See 'Contacting Scottish Friendly', Pages 6-7.

**We** will provide the information that **you** have requested in a suitable format to meet **your** requirements.

If **we** cannot resolve the complaint to **your** satisfaction, **you** can contact the Information Commissioner's Office who are the Supervisory Authority in the UK protecting the rights of individuals under current Data Protection regulations.

Website:

[www.ico.org.uk](http://www.ico.org.uk)

By telephone: 0303 123 1113

# Contact Us

## Customer Services

Telephone: 0343 178 1255

Email: [customercare@uibuk.com](mailto:customercare@uibuk.com)

Address:

Customer Services

Union Income Benefit Holdings Ltd

39/51 Highgate Road

London

NW5 1RT

Telephone lines open: Mon to Fri 9.00 a.m. to 6.00 p.m.

For your protection calls may be monitored and recorded.

## Claims

Telephone: 0333 323 5433

Address:

Claims Department

Scottish Friendly Assurance Society Ltd

Galbraith House

16 Blythswood Square

Glasgow

G2 4HJ

Telephone lines open: Mon to Fri 8.30 a.m. to 5.30 p.m.

For your protection calls may be monitored and recorded.