

Schedule 15

one2protect

Income Protection

Plan



Keeping life colourful



Definitions

The following words are defined below to help make it clear what they mean.

Benefit/Cover

The amount of money you'll receive each month during a claim.

Deferred Period

The amount of time you choose to wait between the date you became unable to work and the date we'll start paying your claim.

Doctor

A GP, medical adviser, medical consultant or medical practitioner who is fully registered in the UK with the General Medical Council and/or appropriate Royal College. This can't be you or a member of your immediate family.

Employment/Employed

A continuous period of permanent, active, paid work, where you haven't registered as unemployed with the Department for Work and Pensions.

End date

The date when your cover ends. This can't be later than your 70th birthday.

Member/Membership

Taking out this plan makes you a Member of The Original Holloway Friendly Society Limited. The Society is run based on our Memorandum and Rules. Your membership ends when your plan ends.

Normal Occupation

Your main job, right before you became unable to work because of illness or injury.

Plan

This insurance, the 'one2protect income protection plan'.

Premiums

The amount you pay to us for providing your cover.

Premiums can be:

- **Age-costed:** the amount you pay each year will be based on your age. This means you pay less when you're younger, and the amount you pay will normally go up each year as you get older
- **Level-priced:** the amount you pay is a level amount and does not change based on your age

Your premiums are reviewable. This means we tell you what we think you'll pay in the future when you buy your plan, but can change it on or after the 5th anniversary and every year after that. We can only do this under certain circumstances which are explained on page 7.

When you buy your plan, you can choose whether your cover to go up each year to help it keep up with increases in the cost of living.

Self-employed/self-employment

You work for yourself instead of an employer, and your income is from a trade or business that you personally run.

Unable to work

Any illness or injury that stops you working in your normal occupation, and which you've seen a doctor about.

UK

The United Kingdom and the Isle of Man.

We/us/our

The Original Holloway Friendly Society Limited, Holloway House, 71 Eastgate Street, Gloucester, GL1 1PW are the providers of this plan.

Work/working/worked

Any job you've been paid to do for at least 16 hours or more per week in the UK.

You/your

The person who is insured.

PART A Your plan and its benefits

1. You can apply for a plan based on the terms and conditions explained in this document. If we accept your application you'll become a Member of the Original Holloway Friendly Society Limited.

You can choose whether your plan will pay out claims for up to 1 year, 2 years or until the end date you selected.

The end date of your plan can be between the age of 50 up to your 70th birthday, and the end date has to be at least 5 years from the date your cover starts.

Please note:

- Your plan has no cash value at any time
- This is a long term insurance product
- It is insurance for you, personally
- It doesn't insure your turnover or business
- It doesn't pay out for unemployment

You can cancel your insurance at any time. If you cancel in the first 30 days we'll refund anything you've paid. After that we won't be able to refund you.

2. If you apply for a plan we'll need you to provide information and documents to help us decide whether we can insure you. We'll then let you know whether we can insure you and if there are any ways we have to either limit your cover or increase what you pay, for example due to health, hobbies or lifestyle.

3. Your plan, and what you pay, is based on the premiums being used when you apply.

You can apply for a plan if:

- You work in an occupation that we'll quote for
- You've resided in the UK for the last 3 years, and been registered with a UK GP for the last 3 years
- At the date your plan starts, you're aged between 18-59 (the maximum age may be less for some occupations)
- You're normally working for at least 16 hours a week when you apply
- You need to be employed, or if you're self-employed you need a trading history of at least 6 months
- You have a UK bank account
- You pay income tax in the UK
- You have no immediate plans to move abroad

4. Your premium is reviewable. This means we tell you what we think you'll pay in the future when you buy your plan, but we can change this on or after the 5th anniversary of your plan, and every year after that. We'll only do this in certain circumstances, and we explain this in part C.

5. The actual amount we pay when you claim could be reduced under certain circumstances, see part D.
6. You can increase your plan benefit if you're under 65 years of age, and have at least 5 years of your plan left. We may need to ask you health and lifestyle questions before we can agree to provide more cover. If you want to reduce your benefit, you can do this at any time. More information is available in part B.
7. During the lifetime of your plan you'll need to tell us if any of the following things change:
 - Your earnings drop (unless the benefit guarantee applies - see part B)
 - You reduce your normal working hours to less than 16 hours a week
 - Your sick pay arrangements with your employer have changed and you need to change how soon your plan pays out
 - You become unemployed
 - Your address or contact details

We'll then tell you about any options available to you, and/or update your records, depending on the change.

8. Your plan and cover will end if you:
 - die
 - retire from work
 - stop paying premiums
 - reach the end date of your plan
 - no longer meet the eligibility criteria of the plan (explained in part A, section 3)

9. It's important to contact us if you change your residency to another country.

If you do leave the UK, we'll consider whether we're able to continue insuring you on a case by case basis. Factors we'll consider include whether we're legally able to carry out financial transactions (like collecting premiums and paying claims), as well as availability and reliability of medical records, in English, from that country.

If you become resident in the EU from January 2021, we'll be unable to collect premiums or pay claims following Britain leaving the EU.

10. To protect all our Members, from time to time we'll check a sample of applications and claims to make sure that the information we're given is accurate. If we're given misleading information, we could change the cover we've offered you, what you pay us or what we'd pay you, or cancel your plan.

Part B Other benefits

1. Automatic Benefit Guarantee for cover up to £1,500 a month

When you set up your plan, you can insure up to 60% of what you earn each year, before tax, in case you're unable to work. The maximum cover you can have is £60,000 a year.

It's possible that your earnings may reduce between buying your plan and making a claim, which could mean you're left with more cover than we'd normally allow.

If this happens, we guarantee that we'll pay you at least £1,500 a month, or the level of cover you chose if it was lower than £1,500. To qualify, you'll just need to be able to show that you were normally working at least 21 hours a week before you became unable to work.

Please note we provide this guarantee to help make sure you get what you pay for, if your earnings genuinely reduce after you've set up your insurance.

2. State Benefits

If you make a claim, we guarantee that the amount we pay you won't be affected by any state benefits you may be entitled to.

Depending on the state benefit rules in place at the time, it is possible, however, that what we pay you during a claim could affect the state benefits you could receive.

3. Other income

If you're receiving any other income while we're paying your claim - like other wages, payments from other insurers, a pension or a replacement income that's related to you being unable to work - we may have to reduce the amount we pay out. See part D.

4. Guaranteed insurability options

Your plan includes the option to increase your cover without having to provide any medical evidence, if certain events happen to you.

Can I use these options?

You can use these options as long as:

- You're under the age of 59
- You've had your plan for at least 12 months
- You were offered cover at our standard prices when you originally bought it

- You're not suffering from an illness that's currently stopping you from working
- You aren't waiting to claim or already claiming
- You haven't claimed in the last 12 months

When can I use these options?

You can use these options for up to three months after the date of any of the following events. Next to each event, in brackets, is the evidence you'll need to provide us with to use that option.

- **You get married or form a civil partnership** (your marriage certificate or civil partnership certificate)
- **Your child is born or you legally adopt a child** (their birth certificate or legal adoption papers)
- **You change your job and increase your salary** (your job appointment letter including your new salary, plus evidence of the increase)
- **Your salary increases by at least 20%** (a letter from your employer confirming the increase)
- **You take out a new mortgage or you increase your existing mortgage** (your mortgage offer letter or mortgage statement)
- **Your rent goes up because you move to a new rental property, or because your landlord puts it up** (your rental agreement letter or letter from your landlord confirming your new rent)

The most you can increase your benefit by, in total, after using one or more of these options is:

- 50% of your original benefit amount when you bought your plan,
- or £9,000 a year (which is £750 a month)

Please note that the total cover you can have after using these options can't be more than 60% of your salary or £60,000 a year.

For the salary, mortgage and rent options, your increase in cover can't be more than the increase in your salary, mortgage repayments or rent.

The amount you pay for your extra cover will be based on how old you are, whether you smoke or not, and your occupation, at the time you increase your cover. But apart from that, the terms and conditions of your new cover will be the same as your existing cover.

If any medical conditions are excluded from your original cover, they'll also be excluded from your increased cover when using these options.

5. Medical expenses benefit

If we're paying your claim, you can apply for a payment to be used towards the cost of a medical operation or treatment that your doctor thinks will lead to you recovering faster. We'll decide if we can make a contribution after consulting with our Chief Medical Officer.

You'll need to provide evidence that the payment was used for the operation or treatment.

6. Proportionate benefit

We may be able to help you financially if we're paying your claim and you're unable to return to your old occupation, but you want to retrain in a new, lower paid role.

If we agree this with you, we'll continue to pay an agreed amount to you for up to a year, on top of your new, lower salary.

7. Rehabilitation benefit

If we're paying your claim, and you could only return to your occupation before you became unable to work, in a part time or reduced role initially, we may be able to help you financially through our rehabilitation benefit. If agreed, we'd pay part of your benefit to you for up to a year, on top of your part time or reduced salary.

8. Terminal illness benefit

If you're diagnosed with a terminal illness where your life expectancy is less than a year, and our Chief Medical Officer agrees with the diagnosis, we'll:

- Pay you six months' worth of claim payments in one go, straight away
- Immediately start paying your monthly benefit on top of this (or we'll continue to pay you each month if you're already claiming)

PART C Your premiums

1. You can check whether you have an age-costed or level-priced plan on your personal illustration.

2. If you have an **age-costed plan**:

The amount you pay each year will be based on your age. This means you pay less when you're younger, and the amount you pay will normally go up each year as you get older.

When you buy your plan, we'll tell you how we expect your payments to change as you get older. We guarantee to use these amounts for at least the first five years of your plan.

If you've asked for your cover to increase with inflation, these amounts will include an estimate of inflation. We will use actual inflation when your cover and premium increase. We currently use the Retail Price Index to measure inflation, though we may also use other similar measures in future, if required (for example if the Retail Price Index was no longer available).

On or after your plan's 5th anniversary, it's possible we may change the amount you're paying. We explain how we decide this below. You could end up paying more or less than we originally expected, or there may be no change. We'll review the amount that you pay each year after that.

If we need to adjust how much you pay, we'll write to you at least 30 days before we make any changes.

3. If you have a **level-priced plan**:

The amount you pay each year is a level amount. It's guaranteed not to change for at least the first five years of your plan (apart from if you've asked your cover to increase with inflation, where the amount you pay and your cover will both go up by that rate each year).

On or after your plan's 5th anniversary, it's possible we may change the amount you're paying. We explain how we decide this below. We'll review the amount that you pay each year after that.

When we do a review, the amount you pay could go up, down or stay the same. If we need to adjust what you pay, we'll write to you at least 30 days before we make any changes.

4. We set the amount you pay based on what we expect to happen in the future, using the information available to us at the time. This includes:

- The number, cost and length of claims that we receive
- Our running costs
- The length of time our Members keep their plans
- The impact of tax, legislation, capital requirements (for example money we have to put aside to be able to pay claims) or interest rates

When we review the amount you pay, we'll look at whether what we originally expected to happen has changed. If it has, we may adjust the amount you pay up or down to reflect this.

This means what you pay in the future could be the same, higher or lower than what you expected when you bought your plan.

We'll always give you at least 30 days' notice before we change the amount you pay.

By having the flexibility to change what you pay in the future if certain things happen, it means we're able to charge you a lower premium when you buy your plan.

The amount you pay won't ever be increased because you, individually, have had to claim. And we won't put the amount you pay up just to increase the profit that we make.

If the amount you pay does increase, you always have the option of keeping it the same by reducing your cover.

5. We'll need you to pay your premiums by monthly Direct Debit from a UK bank account in your name.

6. When you buy your plan, you can choose the option to increase your cover each year to help it keep up with increases in the cost of living.

If you choose this, your cover will increase at the same rate as the Retail Price Index, up to a maximum of 10% each year.

The amount you pay will increase as your cover increases. This will happen on your policy anniversary and we'll let you know at least 30 days before. Please note that you can say no to the increase at any time with no penalty.

If you don't pick this option when you buy your plan, but want it later, you can ask for it, but we'd need to ask you health and lifestyle questions again before we can agree to this.

7. Other than the guaranteed insurability options (on page 6), you can make other changes to your plan without answering financial, health or lifestyle questions. These are:
- You could ask to wait a longer time between becoming unable to work and your claim being paid
 - You could ask for your plan to be changed to end at a younger age
 - You could reduce the amount of cover you have
 - If you make any of these changes, the amount you pay will normally reduce

You can also make other changes to your plan if you answer financial, health or lifestyle questions and we're able to accept your request. This includes:

- You could ask to wait a shorter time between becoming unable to work and your claim being paid
- Your plan may be able to be changed to end at an older age
- You could increase the amount of cover you have

If you make any of these changes, the amount you pay will increase.

Please note your total cover after making any changes can't be more than 60% of your earnings or £60,000 a year.

You can only make changes to your plan if you have at least 5 years left before it ends.

8. You're responsible for making sure that you have the right level of cover and don't have more cover than is allowed. We won't be able to refund you if you've been paying for too much cover.

9. Other reasons we may have to change your plan, or the amount you pay for it are if you:

- Don't tell us information we ask for when you apply
- Make changes to your plan
- Ask to remove an exclusion

If any of these things happen and we have to ask for extra medical evidence, we might ask you to pay for the cost of getting it.

10. We'll pay your premiums for you while we're paying a claim.

11. If you stop paying for your plan your cover will end and you won't be able to claim.

If you get to the point where you've missed three months of premiums, you'll stop being a Member of The Original Holloway Friendly Society Limited.

We'll consider restarting your cover up to 6 months after the first missed premium was due to be paid. To do this, we'd need you to pay any premiums you missed before your cover ended, and will ask you about any changes in your health and circumstances first.

Depending on the answers you give us, we may not be able to restart your cover.

If we need extra medical evidence, we might ask you to pay for the cost of getting it.

12. After you've had your plan for 36 months you can use our premium holiday option if you want to pause your cover and premiums for any reason, like taking a break for study, travel, family time or because you've been made redundant..

You can do this for up to 6 months in any 12 month period, up to a total of 24 months over the lifetime of your plan.

While you're using the premium holiday, your cover will be paused, so you won't be able to claim for any illness or accident that happens during that premium holiday.

You can restart your cover after the premium holiday without having to answer any health questions, but you'll need to have been back at work for three months before you can make a claim.

PART D Claims

1. If you need to claim, please tell us as soon as possible. You can either complete the claim form on our website: www.holloway.co.uk or call us on **01452 782 754**. Our website provides you with all the information you need in order to make a claim.
2. We'll confirm with you the date you became unable to work. How soon we can start paying you depends on your deferred period (the length of time you chose to wait between becoming unable to work and your claim being paid).
3. We'll need to confirm with your doctor that you're unable to work in your normal occupation, and that you're following all recommended medical advice and investigations. We'll normally be asked for a signed medical certificate confirming this.
4. You'll need to make sure your premiums are up to date when you claim.
5. We'll pay any valid claim if you're living in the UK, or if you changed residency and we agreed in advance to keep insuring you in a different country.

If you become ill or have an accident whilst abroad, and are a UK resident, we'll be able to pay your claim.

6. We'll need you to provide any evidence that we ask for about your health, work, or finances before we can pay your claim. This will include that you're normally working at least 16 hours a week.

Evidence of what you earn could include (but isn't limited to):

- **If you're employed:** your original payslips and most recent P60 for the 12 months before you became unable to work
- **If you're self-employed:** we'll need your business accounts and/or Inland Revenue tax calculations/returns for the 12 months before you became unable to work, or any other documents we ask for. If you have less than 12 months accounts/returns when you claim, we'll work with you to obtain suitable evidence over a shorter period of between 6 to 12 months. We can also look at your earnings over three years, where available, if the previous 12 months have not been representative of your normal earnings

- **If you're a company director:** your personal tax return and copy of your Company accounts for the 12 months before you became unable to work. If you have less than 12 months accounts when you claim, we'll work with you to obtain suitable evidence over a shorter period of between 6 to 12 months. We can also look at your company accounts over three years, where available, if the previous 12 months have not been representative of normal earnings
7. We may have to reduce what we can pay you or may not be able to pay you at all if you're receiving income from:
 - Earnings or sick pay from your employment, self-employment; or your share of pre-tax profits if you're a director of your own limited company
 - Benefit payments you're receiving from income protection or sickness plans with other insurance companies
 - Pension payments, unless you were receiving them while you were working
 8. We won't pay any claims for illness or injury that began before your plan started, unless we'd been told the full details and we'd accepted them. The same applies to any increases you make to your cover (other than increases using the guaranteed insurability option).
 9. If we start paying your claim, the most we'll normally pay you is 60% of your earnings for the 12 months immediately before you made your claim.

However, under the automatic benefit guarantee, as long as you were normally working 21 hours a week we guarantee to pay you:

 - £1,500 a month, or the cover you have been paying for, if it's less than £1,500 a month
 10. When we start paying your claim, we'll pay you twice a month. We'll normally do this on or around the 1st and the 15th of each month. We'll pay you straight into your bank account. You don't have to pay any tax on the money we pay you (at the time of writing).

11. We'll pay your claim until one of the following things happens:

- You become well enough to work in your normal occupation
- Your plan reaches the end date you chose
- We pay out the full benefit period you chose (if you selected cover that pays out for 1 or 2 years)
- You die

12. Claiming again for the same reason

• **Within six months of returning to work:**

If you go back to work and then claim again within the next six months for the same reason, we'll re-start your previous claim. We'll pay you from the date you became unable to work again. We may need to get up to date medical evidence again first, so to help avoid any delays, please tell us as soon as possible if this happens.

If you chose cover that pays out for up to 1 year or 2 years for each claim, we'll add what we pay you after we re-start your claim to what we've already paid you. We'll pay you, in total, for up to the maximum 1 or 2 years.

• **If you've been back at work for more than six months:**

If you have been back at work for more than six consecutive months, then claim again for the same reason, we'll treat this as a new claim. We'll need new medical evidence, and the period of time you chose to wait between becoming unable to work and your claim being paid will apply again.

If you chose cover that pays out for up to 1 or 2 years for each claim, your previous claim won't count towards what we'll pay you.

13. Claiming again for a different reason

If you've returned to work, you can make a new claim for a different reason unrelated to your previous claim at any time. We'll need new medical evidence, and the period of time you chose to wait between becoming unable to work, and your claim being paid will apply again.

If you chose cover that pays out for 1 or 2 years for each claim, any previous claims won't count towards what we'll pay you for the new claim.

14. When we're paying your claim, we'll check your progress from time to time and will need you to provide any updated medical evidence when we need it.

15. We'll need you to let us know as soon as your situation changes and you're well enough to work in your normal occupation again.

16. We'll pay your premiums for you while we're paying your claim.

17. While we're paying your claim, we'll ask you to:

- Follow the advice of any doctor involved in any care or treatment for the illness or injury that means you're unable to work, and take part in any reasonable treatment they recommend to you
- Tell us if you are staying anywhere other than your normal address for more than 14 days and let us know your contact details. This doesn't include staying at a hospital or medical establishment
- Not do any paid or unpaid work, without telling us in writing first
- If needed, to agree to a representative of the Society to visit and interview you at any reasonable time
- Accept we may have to look into the circumstances of your claim in appropriate ways, for example including agreeing to be examined by a doctor of our choice
- Give us permission to ask for a medical report from your doctor for any current or past illness that's the same or similar to the reason for your claim

If you don't agree to these requests during a claim, we may not be able to pay your claim either in full or at all.

18. If you give us incorrect or misleading information, then to protect our other Members we may have to:

- Cancel your plan
- Reduce the amount we pay
- Change your cover

Contact us.

We're here to help.

Address

Holloway House
71 Eastgate Street
Gloucester GL1 1PW



0800 0931 535



memberservices@holloway.co.uk



www.holloway.co.uk

We're here

Monday - Friday 9.00am to 5.00pm