

Adviser technical guide

# Our plans explained

# A quick guide to our plans

	<b>one2protect</b> Full term benefit for non-manual workers	<b>Purely Plan</b> Full term benefit	<b>Short-term Plan</b> 1 or 2 year benefit	<b>Classic Plus Plan</b> Full term benefit with investment element
Minimum/Maximum age at entry (inclusive)	18/59	18/59	18/59	18/54
Minimum terms	5 years	5 years	5 years	5 years
Maximum age at end of plan	50 to 70	50 to 70	50 to 70	50 to 70
Deferment period	1, 4, 8, 13, 26, 52 weeks	1, 4, 8, 13, 26, 52 weeks	1, 4, 8, 13, 26, 52 weeks	4, 8, 13, 26, 52 weeks
Maximum benefit % income	60%	60%	60%	60%
Level benefit in claim	✓	✓	✓	✓
Maximum benefit	£60,000 per year	£60,000 per year	£60,000 per year	£60,000 per year
Automatic benefit guarantee	Up to £1,500 per month			
Optional benefit guarantee	Above £1,500 per month, provide proof of earnings*		Provide proof of earnings*	
Definition of incapacity	An illness or injury occurring during the cover period which prevents you from engaging in your 'own occupation'	An illness or injury occurring during the cover period which prevents you from engaging in your 'own occupation'	An illness or injury occurring during the cover period which prevents you from engaging in your 'own occupation'	An illness or injury occurring during the cover period which prevents you from engaging in your 'own occupation' for 104 weeks then 'own or reasonably suited' occupation thereafter
Premiums guaranteed or reviewable	Guaranteed for the first 5 years, then reviewed annually	Guaranteed to rate table. Age related increase each year on 1st Jan	Guaranteed to rate table. Age related increase each year on 1st Jan	Guaranteed to rate table. Age related increase each year on 1st Jan
Escalation	To a max of 10% RPI	To a max of 10% RPI	To a max of 10% RPI	To a max of 10% RPI
Waiver of premium	After 'deferred period'	After 'deferred period'	After 'deferred period'	After 52 weeks of claim
Benefit term	To plan end date	To plan end date	1 or 2 years only	To plan end date

Further information on our Income Protection Plans is available from: [www.holloway.co.uk](http://www.holloway.co.uk)

\*within 6 months of the Plan starting

# Why Holloway Friendly?

Since 1875 we've been supporting people that are unable to work due to illness and injury. We believe that getting people back to work helps their wellbeing, supports their loved ones and is beneficial to society as a whole. It's our way of helping people live their lives in colour.

Today we continue to improve the business for the benefit of Members. We are committed to financial advice and making income protection more inclusive and accessible to all.

## Why choose our plans?

Our four Plans offer unique and valuable benefits to every Member. Choose between the one2protect Plan suitable for non-manual workers, the Purely Plan which offers income protection up to age 70, the Short-term Plan with a benefit term of 1 or 2 years or the Classic Plus Plan with an investment element in addition to income protection.



No automatic medical underwriting limits at any age



Only 1 year UK residency required



Hazardous pursuits considered



Reviewable exclusions



Generous BMI limits



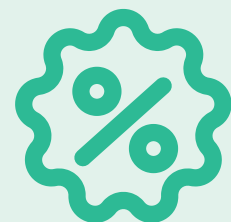
Type 2 Diabetes considered



Maximum benefit £60,000



Guaranteed income level



Premium discounts considered

# Our range of benefits

The benefit we pay is based on your client's earnings before they were unable to work:

- If they are employed, income is their pre-tax earnings for PAYE
- If they are self-employed, income is their share of pre-tax profits from the business
- We don't take into account income received from state benefits, savings and investments, but we do include continuing income from health-related insurance payments.

## Premiums

All premiums are payable monthly by Direct Debit. **Purely Income Protection** and **one2protect** have a minimum monthly premium of £10 and **Short-term Income Protection** has a minimum monthly premium of £8.

# Underwriting

## Medical information

To reach a decision on the terms we can offer your client, they need to provide lifestyle and medical information. This information can be collected online via MedQ or by telephone interview with a nurse. If you do not currently use MedQ and would like to know more, please contact the Adviser Support team on **0800 716 654**.

## Hazardous pursuits

All hazardous pursuits will be given individual consideration. As long as the pursuit is not on a professional or semi-professional basis we will consider it. The decision as to whether an exclusion is applied would be based on the level of benefit required, the deferment period, the pursuit itself, its frequency and whether your client has had any previous injuries relating to it.

## Dividends

If your client receives dividend payments as part of their income, these can be included in our maximum benefit payable calculations; provided those dividend payments are not declared when they are unable to work owing to illness or injury.

## Evidence of earnings

We'll need proof of your client's earnings should they claim for illness or an injury, to verify the level of benefit entitlement. Typical forms of evidence are:

- **Employed** P60, payslips, bonus statements, dividends statements and P11d.
- **Self-employed** Latest audited business accounts, Inland Revenue tax computations/returns.
- **Employed Director of own limited company** In addition to employment income we will also need evidence to support share of the company pre-tax profits.

## Medical premium loadings

A medical loading could be applied to the premium or we may offer a reduced benefit to maintain the original premium quoted if this would suit your client.

## Declined applications

The decision to decline an application will be based on the information received from your client and their GP. We may be unable to disclose specific reasons. If your client would like further information they should request a copy of the report sent to us by their GP. Once they have the GP's report they can contact our Underwriting team if they have any further queries.

## Restricted plan end dates

We endeavour to offer plans to as many occupations as possible. To allow us to do this we have to restrict the plan end dates on certain occupations. These occupations and the maximum plan end date are noted below:

Occupation	Max Plan Termination Age
Aerobics Instructor	55
Air Traffic Controller	55
Airline Pilot	55
Ambulance Driver	60
Announcer – Radio/TV	55
Bar Steward	60
Barmaid	60
Barman	60
Breakdown Recovery Driver	60
Bulldozer Driver	60
Bus Driver	65
Car Delivery Driver	65
Care Assistant	65
Care Worker	65
Care Worker – Residential	65
Chauffeur	65
Chipping Driver	60
Coach Driver	65
Commentator (no overseas travel etc)	55
Commercial Pilot	55
Concrete Paving Driver	60
Courier	65
Croupier	50
Dancing Teacher	55
Delivery Driver	65
Disc Jockey (resident only, not mobile)	55
Dray Man	60
Dredger Driver	60
Driver – HGV	60
Driver – PSV	65
Driver – Construction	60

Occupation	Max Plan Termination Age
Driver – Delivery	65
Driver – Tractor	60
Driver Examiner	65
Driver Instructor – including Motorbike Instructor	65
Engine Driver	60
Firefighter – Fire Service	50
Fitness Instructor	55
Fork Lift Truck Driver	60
Haulage Contractor	60
Health and Fitness Club Trainer – including Aerobics	55
Heavy Goods Driver – UK Only (no loading)	60
Heavy Goods Vehicle Driver	60
Ice Cream Van Driver	65
Leading Fireman	50
Light Goods Vehicle Driver	65
Mini Cab Driver	60
Motorbike Instructor	65
Newsreader	55
Paramedic Driver	60
Postal Courier Driver	65
Radio/TV Announcer/Presenter	55
Residential Care Worker	65
Residential Home Proprietor (admin. only or full involvement in caring)	65
Road Patrolman/Breakdown Recovery Man	60
Scaffolder	65
Tanker Driver	60
Taxi Driver	60
Van Driver	65
Yoga Teacher	55

## Further information

This document is provided as a summary of our Plans and should be read in conjunction with the product specific Key Features Document, details of which can be found on our website: [www.holloway.co.uk](http://www.holloway.co.uk).

# Making Your Life Easy

## Quotations

Client specific quotations can be obtained through our website at: [www.holloway.co.uk/quote](http://www.holloway.co.uk/quote)

If you haven't registered with us before, you'll need to request a reference number. This is quick and simple via our website: [www.holloway.co.uk/registration](http://www.holloway.co.uk/registration)

We'll send you an individual reference number and password to use our online services by email. We respond to login help requests within an hour during normal working hours. All requested quotations via the web will be stored online, for you to review, print or process as needed.

## Benefits of electronic business submission

We prefer electronic submissions as these are faster and more convenient:

- Submitting validated application forms online speeds up the process and earns you enhanced commission rates.
- You can store partially completed proposal forms online for completion at a later date.
- All quotations and proposals are available online with password protection.
- Submitted proposals are stored online in pdf format for your convenience.

Variations to existing plans are not supported online; these must be quoted for and submitted to our Underwriting team.

You can contact them on **01452 782 760** or [underwriting@holloway.co.uk](mailto:underwriting@holloway.co.uk)

## Additional online services

### Proposal tracking

- You can keep track of your client's application during the underwriting process through our Proposal Tracking System. You can also view a history of all business previously submitted.

### Document library

- Many useful forms and sales aids can be found in and downloaded from the document library including fey features and the application form at: [www.holloway.co.uk](http://www.holloway.co.uk).

### Plan tracking

- Enables you to monitor plans to which you have servicing rights.

## Terms of Business

- Any insurance intermediary will be required to complete and sign an appropriate Terms of Business form, which we will send to you on receipt of your first application.
- Flexible commission structures are available. Please contact our Adviser Support team for further information.
- Please note that applications may not be underwritten until a Terms of Business form has been received and accepted.

# Time to see IP differently

## Kaleidoscope

As we invented income protection it was only right we were the first to develop a unique website “Kaleidoscope” for advisers like you, who sell or want to sell income protection.

Kaleidoscope is a learning platform. The content is tailored to your level of experience, created to help you increase your income protection knowledge and business skills whilst earning CPD accreditation. You'll find interactive videos to develop your sales skills, marketing guides and articles about the latest updates in protection. We're continually adding content about income protection, CPD material, the income protection market and much more.

Whether you're just starting to sell income protection or have a higher level of expertise, you'll find content to help grow your income protection business.

It's free to use and you can register now at

[www.seeIPdifferently.co.uk](http://www.seeIPdifferently.co.uk)

**Isn't it time you saw IP differently?**

# Contact us.

## We're here to help.

### Address

Holloway House  
71 Eastgate Street  
Gloucester GL1 1PW

 **0800 716 654**

 [advisers@holloway.co.uk](mailto:advisers@holloway.co.uk)

 [www.holloway.co.uk](http://www.holloway.co.uk)

### We're here

**Monday - Friday** 9.00am to 5.00pm

#### For Adviser use only, not for use with Retail Customers.

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