

About our Insurance Services

1. Whose products do we offer?

Sainsbury's Bank plc, in conjunction with Bank of Scotland plc, only offer products from the following insurers:

St Andrew's Insurance plc and St Andrew's Life Assurance plc

2. Which Service will we provide you with?

Sainsbury's Bank plc provide product information and introduce to Bank of Scotland plc.

You will not receive advice or recommendation from us for Credit Care or Card Care. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

3. What will you have to pay us for our services?

We will not charge any fees for advising and arranging this insurance.

4. Who regulates us?

Sainsbury's Bank plc, Registered office: 33 Holborn, London, EC1N 2HT, is Authorised and Regulated by the Financial Services Authority to introduce general insurance contracts. Sainsbury's Bank FSA register number is 184514.

Bank of Scotland plc, Registered in Scotland No.SC327000.

Registered Office: The Mound, Edinburgh EH1 1YZ.

Authorised and Regulated by the Financial Services Authority. Bank of Scotland's FSA register number is 169628.

Bank of Scotland's permitted business is arranging and selling general insurance and pure protection contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

5. Ownership

Bank of Scotland plc, St Andrew's Insurance plc and St Andrew's Life Assurance plc are connected companies, as all are group companies of HBOS plc. Sainsbury's Bank plc is a joint venture with 45% of the share capital owned by Bank of Scotland plc.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

- Call Customer Services on **0870 154 2543**.
- Write to us at:
Sainsbury's Bank Customer Services
Pitreavie Business Park
Dunfermline
KY99 4BS

If you remain dissatisfied, you may approach the Financial Ombudsman Service, whose address is: South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Telephone 0845 080 1800.

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Sainsbury's Bank plc and Bank of Scotland plc are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from FSCS

Where we or our appointed representative receive or hold premiums, premium refunds or claims payments when arranging or administering any insurance for you, we or our appointed representative will hold that money as agent for the insurer providing the insurance.



Credit Care

This summary does not contain the full terms and conditions of your insurance policy. Full details of the terms, conditions and exclusions of your insurance policy are contained in the policy document.

(1) This insurance is underwritten by St Andrew's Life Assurance plc and St Andrew's Insurance plc for a detailed explanation about which company underwrites which element of cover please refer to the definitions of 'We, Us, Our' in **Part 1** of the policy 'Meaning of Words Used for further details.

(2) Credit Card Payment Protection Insurance provides Life, Accident and Sickness, Unemployment, Carer and Critical Illness Cover

To be eligible for cover you must be the principle card holder and your card payment cannot be in arrears, in employment or self-employed and paying the appropriate class of National Insurance Contributions or on statutory maternity leave, 18 years of age or over and under 65 and either living in the UK or a member of the armed forces/civil service serving abroad.

(3) Significant Features & Benefits
Life Insurance

We will pay the outstanding balance or the credit limit whichever is the lesser if you die up to a maximum of £15,000

Accident and Sickness Insurance

We will pay an amount equal to 10% of the either the outstanding balance or the highest balance (in the preceding statement month) whichever is the greater at the date of your disability up to a maximum of £1,500 per month if you are unable to work due to accident or sickness. You will be eligible for a monthly benefit to be paid after you have been disabled for a continuous period of 30 days. Thereafter 1/30th of the monthly benefit will become payable for each day you are disabled up to a maximum of 12 monthly payments in respect of any one claim.

Unemployment Insurance

We will pay an amount equal to 10% of the either the outstanding balance or the highest balance (in the preceding statement month) whichever is the greater at the date of notification of your unemployment up to a maximum of £1,500 per month if you suffer involuntary unemployment. You will be eligible for a monthly benefit to be paid after you have been unemployed for a continuous period of 30 days. Further monthly benefits will become payable for each complete 30 days you are unemployed up to a maximum of 12 payments in respect of any one claim.

Carer Cover Insurance

If your work ceases due to the need for you to become a carer for a relative, we will pay an amount equal to 12 x the monthly benefit equivalent to 10% of the either the outstanding balance or the highest balance (in the preceding statement month) whichever is the greater at the date you become a carer up to a maximum of £1,500 per month, or the remaining monthly payments due until the policy end date (whichever is the lesser). Once a payment has been made under this part of the policy the carer cover part of the policy ceases.

Critical Illness Insurance

We will pay the outstanding balance or the credit limit whichever is the lesser if you suffer a specified critical illness and survive for a period of not less than 30 days up to a maximum of £15,000. Critical Illness means cancer, heart attack, kidney failure, coronary artery bypass graft, stroke, major organ transplant all requiring diagnosis by a doctor.

(4) Significant Exclusions

Death resulting from a pre-existing or chronic medical condition.

Disability resulting from a pre-existing or chronic medical condition, a mental or nervous disorder (e.g. depression) or stress related conditions unless diagnosed by a Consultant or unless the condition is the

result of a bereavement (this will need to be confirmed by your doctor and payment would be limited to one monthly benefit) or backache and related conditions without radiological evidence. Unemployment that is voluntary or results from your misconduct, unemployment that you are aware of at the start of cover or that occurs or is notified of within the first 30 days of cover. Unemployment that results from the expiry of a fixed term contract of employment, unless you have been employed on a yearly renewable contract which has been renewed at least once, or you have been in employment for a total unbroken period of 2 years or more with the same employer. Unemployment if you are employed by a company, partnership or someone who is self employed who is your partner or a family member and they are a shareholder unless the company, partnership or person ceases to trade at the same time. If you are self employed your business must have ceased to trade as a direct result of being unable to pay its debts when due.

We will not pay benefit if work ceases for reasons not associated with becoming a carer, or if the sickness, disease, condition or injury of the person being cared for existed before the start date,

We will not pay benefit for critical illness which occurs within 3 months of the start of cover, or which results from a pre existing condition.

Please note **You** must have been in **Work** immediately prior to the incident which results in **You** submitting any claim under the **Accident and Sickness** or **Unemployment** cover sections of this policy.

(5) Other Exclusions/Definitions/Limitations

Other exclusions, definitions and limitations apply to this policy. See the policy document for full details.

Part 1 for "Meaning of Words Used", (e.g. chronic illness, pre-existing, self employed etc.)

Part 2 for General Provisions and

Part 3 Benefits, Section A for Life cover, Section B for Disability cover, Section C for Unemployment cover, Section D for Carer Cover Section E Critical Illness, Section F Misuse of Card cover.

(6) Duration & Termination

Your cover will terminate at the earliest of the following,

- your death,
- the date you reach the age of 65,
- non-payment of a premium.

(7) Claims

All matters relating to claims should be sent to: Claims Management Department, PO Box 741, Leeds, LS1 9HB Telephone 0870 9052149 Fax 01372 479451

(8) Complaints

All complaints relating to this policy should be referred to: Customer Liaison Manager, PO Box 741, Leeds, LS1 9HB. If you are not happy or the problem has not been resolved to your satisfaction, you may refer your complaint to the Financial Ombudsman Service who will undertake an independent and impartial review of your complaint. The address and telephone number is Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR Telephone 0845 080 1800. This does not affect your legal rights.

(9) Financial Services Compensation Scheme (FSCS)

The FSCS may assist you if we were, in some circumstances, unable to meet our liability to you. For claims against insurance firms, the first £2,000 of an insurance claim or policy is covered in full, plus 90% of the balance. For further details please contact the FSCS on 020 7892 7300 or enquiries@fscs.org.uk

YOUR RIGHTS TO CANCEL

You can cancel your cover within 30 days of receiving your policy. If you do not cancel your cover within 30, your cover will continue for the remaining period but if you subsequently cancel your cover, you will not be entitled to a refund of premiums. If you want to cancel your cover, please write to Sainsbury's Bank plc, Pitreavie Business Park, Dunfermline, Fife, KY99 4BS.

Other Important Information

This insurance is underwritten by St Andrew's Insurance plc (Registered in England No. 3104671) and St Andrew's Life Assurance plc (Registered in England No 3104670 (The Insurer) whose head office are at 1

Lovell Park Road, Leeds, West Yorkshire, LS1 1NS and registered offices is at 33 Old Broad Street, London, England, EC2N 1HZ. The main business of the Insurers is underwriting insurance risk, claims administration and claims settlement.

St Andrew's Life Assurance plc and St Andrew's Insurance plc are authorised and regulated by the Financial Services Authority. You can check this on the FSA register by visiting the FSA website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

You incur no additional costs by arranging your insurance by this method. English law will apply to the negotiations that take place prior to the conclusion of your insurance contract.

The terms and conditions of your policy and the information provided in this document will be provided in English, during the term of your policy we will communicate using the English Language.

CREDIT CARE - DEMANDS AND NEEDS STATEMENT

Sainsbury's Bank plc introduces to Bank of Scotland plc who facilitate the sale of this insurance. Please note that where reference is made to 'we' 'our' or 'us' below this refers to Bank of Scotland plc.

Please review the information provided to ensure we have based your insurance on the correct information.

If any information provided to us by you or anyone acting on your behalf is inaccurate or if you fail to disclose any information, which might reasonably affect our decision to provide insurance to you, your right to any benefit under this policy may be affected.

If you need to talk to us about this information please call our customer helpline on 08701 542 543.

Your Credit Care Details

Monthly Premium

Credit Care costs just 79p per £100 of your highest card balance each month. If your highest balance on your credit card remains at £1000 each month then your premium will equate to £7.90 per month or £94.80 over 12 months. The premium will incur interest at your normal APR.

The minimum monthly premium payable is 79p but no premium is due if your outstanding balance is nil at your statement date regardless of the highest balance in that month.

Insurance Premium Tax is included in your monthly premium.

Need

You have confirmed that you are working, between the ages of 18 and 65, are living in the UK and have applied for a credit card. You therefore require the peace of mind that should your income stop unexpectedly this cover may help to pay the outstanding balance on your credit card.

Product Chosen

You have not received advice or a recommendation from us.

You have chosen to consider our Credit Care. You have advised that you have taken into account the cost of the insurance.

We would like to draw your attention to the exclusions and conditions that apply to this cover. You should read these carefully in line with your own circumstances to ensure that you fully understand the policy. Details of exclusions and conditions that apply to this cover can be found in your policy summary document.

This policy is designed to cover your monthly credit card repayments in the event of your income stopping unexpectedly. Credit Care provides protection in the event of accident, sickness, involuntary unemployment, critical illness, if you become a full time carer, or in the event of your death.

If you have any further queries at this point please do not hesitate to contact us for further information. Contact details are included in the policy documentation.