

PARENT FREE LIFE COVER

KEY FEATURES AND POLICY TERMS AND CONDITIONS.

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This is an **important document** which you should keep in a safe place.

Legal & General working in association with:



Legal &
General

Sainsbury's Bank

EVERY
DAY
MATTERS.®

keyfacts®

KEY FEATURES

USING THIS DOCUMENT

All references to 'us', 'our' and 'we' in this document indicate Legal & General.

WHAT ARE KEY FEATURES?

The Financial Conduct Authority, the independent financial services regulator requires us, Legal & General, to give you this important information to help you decide whether our Parent Free Life Cover policy is right for you. You should read this document carefully so that you understand the cover we are providing, and then keep it safe for future reference.

ABOUT LEGAL & GENERAL

The Legal & General Group, established in 1836, is one of the UK's leading financial services companies. As at 30 June 2016 we had over nine million customers in the UK for our life assurance, pensions, investments and general insurance plans.

AIMS

Our Parent Free Life Cover policy is designed for parents with a child under five years of age to help protect against the impact of your death on your family.

Your policy could be used to help protect your family's lifestyle and everyday living expenses.

Your policy is designed to cover you if you die before the end of your policy.

With the Parent Free Life Cover policy we'll pay out a lump sum of £15,000. After this happens, your policy will end and will no longer provide you with any cover.

Your policy will only cover one parent. If both parents would like cover, separate applications must be made.

YOUR COMMITMENT

- You must give us accurate information when we're setting up your policy as your policy may not pay out if we don't receive full and honest answers to the questions asked at application.

RISKS

- You are not covered if you intentionally take your own life while covered by our Parent Free Life Cover policy.
- You are not covered if your death is caused directly or indirectly from a condition that you have had in the 12 months before the start of the policy.
- This is not a savings or investment product, and has no cash value unless a valid claim is made.

QUESTIONS AND ANSWERS

WHO CAN TAKE OUT PARENT FREE LIFE COVER?

- You can apply if you are a parent aged at least 18 and up to and including 45 years of age and have a child under five years of age.
- You must be named on your child's birth certificate, full adoption certificate, final residence order, or special guardianship order.
- You must be a UK resident.
- You can apply for Parent Free Life Cover from your child's date of birth up to the day before their fifth birthday. That child doesn't have to be your first. Cover will last for 12 months from the policy start date.
- You must not have taken out a life insurance policy with Sainsbury's Bank provided by Legal & General within the last 5 years.
- If both parents would like Parent Free Life Cover, a separate application must be made for each parent.

WHAT BENEFITS ARE AVAILABLE?

The following benefits are available:

FREE LIFE COVER



WHAT IS COVERED?

If you die before the end of your policy, we'll pay out a lump sum of £15,000.

We'll cover you for 12 months from the date we receive your application, provided you meet the eligibility criteria.



WHAT IS NOT COVERED?

The policy will not pay out if death occurs from self-inflicted injury, including intentionally taking your own life.

You are not covered if your death is caused directly or indirectly from a condition that you have had in the 12 months before the start of the policy.

If a claim is made under Parent Free Life Cover, we'll only pay out once on the policy.

WHO RECEIVES THE PAYMENT?

With a claim under Parent Free Life Cover, we'll pay the money to your estate. In some cases your dependants may need to apply to the courts for the power to manage your estate, for example by getting grant of probate, which can be time-consuming and could delay any claim.

FURTHER INFORMATION.

CAN I MAKE CHANGES TO MY COVER?

No, you can't make changes to your cover. If you need more cover you will need to take out a different policy for the amount required. For details on how you can do this, please visit our website: www.legalandgeneral.com/life-cover/free-life-cover

CAN I TAKE OUT MORE THAN ONE PARENT FREE LIFE COVER POLICY?

No, each parent may only take out one Parent Free Life Cover policy.

WHAT HAPPENS IF I MOVE ABROAD AFTER THE POLICY HAS STARTED?

This policy is only available to UK residents. If you move abroad during the length of your policy, your policy will end and will no longer provide you with any cover.

WHAT HAPPENS IF MY CHILD DIES DURING THE LENGTH OF MY POLICY?

This policy provides cover on your life only. Cover will continue until your policy end date.

IS THIS PRODUCT SUITABLE FOR ME?

If you have any doubts about the policy's suitability for you, please call us. We are only able to provide information on our own products.

WHAT IF I WANT TO CANCEL?

You can cancel your policy at any time by contacting the cancellations department, as detailed below.

IS THE PAYOUT TAXED?

Any payout that we make should be free from UK Income Tax and Capital Gains Tax. The Government may change this tax position at any time. You might have to pay Inheritance Tax on life cover payouts.

HOW DO I CLAIM OR CANCEL?

If you wish to claim or cancel, please contact us at:



Claims/Cancellations Department
Legal & General Assurance Society Limited
City Park
The Droveaway
Hove
East Sussex
BN3 7PY



For Life claims:
0800 137 101*

For policy cancellations:
0370 010 4080*



life.claims@landg.com

HOW DO I COMPLAIN?

If you have a complaint about our service or would like a copy of our internal complaint handling procedure, please contact us at:



Legal & General Assurance Society Limited
Knox Court
10 Fitzalan Place
Cardiff
CF24 0TL



03700 56 44 36*

Making a complaint doesn't affect your legal rights. If you're not happy with the way we handle your complaint, you can contact the Financial Ombudsman Service at:



Financial Ombudsman Service
Exchange Tower
London
E14 9SR



0800 023 4567
0300 123 9 123



complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

WHO REGULATES LEGAL & GENERAL?

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We are entered on their register under number 117659. You can check this at www.fca.org.uk or telephone them on **0800 111 6768**.

ONLINE DISPUTE RESOLUTION PLATFORM (ODR)

The European Commission has established an **Online Dispute Resolution Platform (ODR)** at http://ec.europa.eu/consumers/odr/index_en.htm that is specifically designed to help EU consumers who have bought goods or services online from a trader based elsewhere in the EU and subsequently have a problem with that online purchase. The ODR platform will refer your complaint to the Financial Ombudsman Service who will pass it on to Legal & General.

THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. Whether or not you are able to claim and how much you may be entitled to will depend on the specific circumstances at the time. For further information about the scheme please contact the FSCS at www.fscs.org.uk or call them on **0800 678 1100**.



For General Enquiries please call our Helpdesk on: **0370 010 4080**

Monday to Friday 8.30am to 6pm. Saturday 9am to 1pm.

*Call charges will vary. We may monitor or record calls.

This policy is governed by English law. The terms and conditions and all communication will only be available in English.



This is the end of the key features.

➤ POLICY TERMS AND CONDITIONS.

1 DEFINITIONS EXPLAINED

Amount of cover

The amount of money this **policy** provides in the event of a valid claim.

Child

Your natural **child**, legally adopted **child**, or **child you** are the legal guardian of.

Life insured

The person who is insured under this **policy** and is named on the birth certificate, full adoption certificate, final residence order, or special guardianship order of a **child** aged under five years.

Our, us or we

Legal & General Assurance Society Limited.

Policy

This **policy** issued by **us**, which consists of the **policy** terms and conditions and Welcome Email.

Policy expiry date

The date that cover under this **policy** will end, as shown in the Welcome Email.

Policy start date

The start date of this **policy**, as shown in the Welcome Email.

You or your

The policy owner of the **policy** who is legally entitled to receive the **amount of cover** and shown as the 'policy owner' in the Welcome Email. This may include trustee(s), assignee(s) or personal representative(s) (where appropriate) and may be the same person as the **life insured**.

2 INTRODUCTION

This **policy** sets out the terms of **your** arrangement with **us** and should be kept in a safe place. Words that appear in **blue bold** are explained in section 1.

This **policy** consists of:

- the Welcome Email and
- these **policy** terms and conditions.

2.1 Who is covered?

The **life insured** is covered.

2.2 Amount of cover

£15,000 to be paid out as a lump sum.

2.3 Period of cover

This cover starts on the **policy start date** and ends on the **policy expiry date**.

3 COVER PROVIDED

3.1 Life Cover

The **amount of cover** is paid if the **life insured** dies during the period of cover.

3.1.1 When we will not pay a claim for Life Cover

The **policy** will not pay out if death occurs from self-inflicted injury, including intentionally taking **your** own life.

You are not covered if **your** death is caused directly or indirectly from a condition that **you** have had in the 12 months before the start of the **policy**.

4 GENERAL EXCLUSIONS AND CONDITIONS

- 4.1** You will not be eligible to make a claim under this **policy** if **you** don't meet the definition for cover as described in section 3.
- 4.2** This **policy** is only available to UK residents aged at least 18 and up to and including 45 years of age, who reside in the UK for at least 183 days during the length of the **policy**. If **you** move abroad during the length of **your policy**, **your policy** will end and **we** will no longer provide **you** with any cover.
- 4.3** **We** may make changes to these **policy** terms and conditions that **we** reasonably consider are appropriate due to a change in any applicable legislation, regulation or taxation. In such circumstances, **we** will notify **you** in writing in advance of any changes being made.
- 4.4** This **policy** is governed by English law.
- 4.5** All communication in relation to this **policy** will be in English.
- 4.6** The right to exercise any option under this **policy** or to exercise any right conferred by this **policy** is limited to such as are allowed in the terms of the **policy**.
- 4.7** If **you** deliberately, recklessly or through carelessness provide inaccurate information, which would mean **you** were not eligible for this **policy**, **we** will cancel this **policy** and won't pay the **amount of cover**.

5 MAKING A CLAIM

5.1 Notifying us of a claim

If **you** need to make a claim under this **policy**, please notify **us** using **our** claims contact details in section 6.1.

5.1.1 Life Cover

If **you** are claiming for Parent Free Life Cover, **we** will need the following when **you** notify **us**:

- **your policy** number
- the date of death
- **your** contact details

5.2 Assessing your claim

We may send **you** a claim form to complete and return to **us**.

In order to assess **your** claim **we** will need documentary evidence. The table below shows what **we** need from **you**.

We will ask **you** for any other documents **we** may reasonably require for the claim **you** are making.

If **you** do not provide any information or documentation that would reasonably be required to assess **your** claim, **we** will not process the claim until the information or documentation is made available.

Type of claim	Evidence required
Parent Free Life Cover	The death certificate of the life insured . The birth certificate, full adoption certificate, final residence order, or special guardianship order of your child .

5 MAKING A CLAIM continued

5.3 Who we pay the cover to

The **amount of cover** is paid to **your** legal successor. **Your** legal successor is the person(s) legally entitled to the **life insured's** estate upon the death of the **life insured**.

5.4 Payment of cover

We will pay a claim for the cover described in this **policy** as a lump sum. Cover can only be paid in pound sterling (GBP) to a bank account in the UK.

6 HOW TO...

6.1 Contact us

If **you** need to contact **us** for any reason please use the contact details below.

Please quote **your policy** number as shown on **your** Welcome Email when making any enquiries.

	Phone number	Contact address
General Enquiries Cancel your policy	0370 010 4080	Legal & General Assurance Society Limited City Park The Droeway Hove East Sussex BN3 7PY
Claims	0800 137 101	Legal & General Assurance Society Limited Knox Court 10 Fitzalan Place Cardiff CF24 0TL
Make a complaint	03700 56 44 36	Legal & General Assurance Society Limited Knox Court 10 Fitzalan Place Cardiff CF24 0TL

Call charges will vary. **We** may record and monitor calls.

6.2 Cancel this policy

You can cancel this **policy** at any time.

6.3 Make a complaint

If **you** wish to complain about the service **you** have received from **us**, or **you** would like **us** to send **you** a copy of **our** internal complaints handling procedure, please contact **us**.

If **you** remain dissatisfied, **you** can complain to:



Financial Ombudsman Service
Exchange Tower
London
E14 9SR



0800 023 4567 (calls to this number are now free on mobile phones and landlines)
0300 123 9 123 (calls to this number cost no more than calls to 01 and 02 numbers)



complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

Making a complaint will not affect **your** legal rights.

6.4 Online Dispute Resolution Platform (ODR)

The European Commission has established an **Online Dispute Resolution Platform (ODR)** at (http://ec.europa.eu/consumers/odr/index_en.htm) that is specifically designed to help EU consumers who have bought goods or services online from a trader based elsewhere in the EU and subsequently have a problem with that online purchase. The ODR platform will refer your complaint to the Financial Ombudsman Service who will pass it on to Legal & General.

7 THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

The FSCS is designed to pay compensation if a firm is unable to pay claims, because it has stopped trading or been declared in default.

So, if **we** run into financial difficulties, **you** may be able to claim via the FSCS, for any money **you** have lost.

However, before looking to pay compensation, the FSCS will first see if they can arrange for continuity of **your** current **policy**. The FSCS may arrange for **your policy** to be transferred to another insurer or provide a new **policy**.

Most of **our** customers, including most individuals and small businesses, are covered by the FSCS. Whether or not **you** can claim, and the amount **you** could claim, will depend on the specific circumstances of **your** claim. The FSCS will pay 100% of the value of the claim.

You can find out more about the FSCS, including eligibility to claim, by visiting their website



www.fscs.org.uk

or calling



0800 678 1100.

The rules of the FSCS might change in the future and the FSCS may take a different approach on their application of the above, depending on what led to the failure.

REQUESTING THIS BOOKLET IN AN ALTERNATIVE FORMAT

If you are visually impaired, and would like this document in Braille, large print or audio tape, copies are available from our Helpdesk.

CONTACT US



0370 010 4080*

*Call charges will vary. We may record and monitor calls.



www.legalandgeneral.com

Legal & General Assurance Society Limited

Registered in England and Wales No. 166055

Registered office: One Coleman Street, London EC2R 5AA

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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