

Mortgage Payment Protection Insurance

Policy Summary for Protector Mortgage
customers



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Important information

Pre-existing Medical Condition

Any condition, injury, illness, disease, sickness or related condition and/or associated symptoms, whether diagnosed or not:

- Which you knew about, or should reasonably have known about, at the start date of your insurance, or
- Which you had seen or arranged to see a doctor about, during the 12 months immediately before the start date of your insurance.

Fixed Term Contract

Any employment contract which is for a fixed term only. Therefore it terminates automatically unless extended by the employer to an agreed date in the future.

For example, the term “annual contract” is used to describe a contract that is issued for only a 12 month period.

Self-employed

You are self-employed if:

- You are carrying on a business in the UK either alone or as a partner in a partnership; or
- You can control the affairs of a company you work for because either you or a relative or a member of your household individually or jointly hold the majority of the voting rights in that company; or
- You can otherwise ensure that the company you work for conducts its affairs according to your wishes.

Exclusions and Limitations:

If you suffer from a pre-existing medical condition; We will not pay any accident or sickness claim due to or arising from any pre-existing medical condition which persists or returns during the first 12 months of this insurance. This exclusion will not apply once you have been insured under the policy for 12 months, so long as you are attending work at the start of your claim. You can find further information about this and other exclusions and limitations in the policy document

If you work on a fixed term contract and your contract is not renewed, you will only be able to claim for unemployment cover, provided you meet one of the following criteria.

- You have worked continuously for the same employer for at least 24 months; or
- Your contract is for at least 12 months and has been renewed at least once with the same employer; or
- You were originally employed on a permanent basis but were transferred to a fixed-term contract by the same employer without a break in employment.

If you are self-employed; you can still have this policy but you will need to provide the following to be entitled to claim for unemployment benefit:

- Satisfactory proof that you have involuntarily ceased trading because you could not find enough work to meet all your reasonable business and living expenses and have declared this to HM Revenue & Customs; and
- Are registered as unemployed with the Department for Work and Pensions (unless exempt)

You should be aware of the following limitations which apply in all cases.

- **This policy will not pay for any unemployment that you were advised of or which happens during the first 30 days following the start date.**
- **If you are off work due to accident or sickness at the start date your cover will not begin until you return to work.**
- **There is a 30 day waiting period for all claims on accident and sickness, unemployment and carer cover throughout the term of policy.**

Policy summary

keyfacts®

This is a summary of the policy and does not contain the full terms and conditions of the cover which can be found in the policy document. It is important that you read the policy document carefully.

We have not given you any recommendation or advice on this insurance product and have not taken into account any existing cover/products you may have.

Who Is The Insurer?

The insurer of this policy is Aviva Insurance Limited. Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth PH2 ONH. Authorised and regulated by the Financial Services Authority.

What is Mortgage Payment Protection Insurance?

This policy will pay the monthly benefit shown on your insurance schedule to meet your mortgage repayments for up to 12 months if you are unable to work because of accident, sickness or unemployment or if you leave work to become a carer. Details of your cover will be shown on your insurance schedule.

To be eligible for this policy you must:

- be 18 or over and under 65,
- be in paid work of at least 16 hours per week,
- live permanently in the United Kingdom (England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man),
- Have a Nationwide Protector Mortgage.

If you are not eligible for Protector Mortgage MPPI at the time your Protector Mortgage starts, you remain ineligible for the duration of the Protector Mortgage.

In the case of a joint mortgage application, if one applicant is deemed ineligible for Mortgage payment protection insurance, they will remain ineligible for the duration of that mortgage. If, at this time, you are in the middle of a claim, your claim will end when the maximum period of cover ends or you redeem your mortgage, whichever is the earlier. All claims will be subject to you continuing to meet eligibility criteria at the time of the claim.

If you are self employed or work on a fixed term contract you should read the policy to make sure it is suitable for your needs – you should pay particular attention to the ‘Employment Circumstances’, ‘Unemployment Cover’ and ‘Things to Keep in Mind When Claiming’ sections. If you are in temporary work you are not eligible for this insurance.

What happens if my circumstances change?

Your eligibility for cover under this policy may change if your circumstances change, for example if you retire from work, voluntarily reduce your hours to less than 16 per week or leave the UK to live abroad. If this happens or is likely to happen you should discuss with Nationwide as you will no longer be able to make a claim under the policy if you no longer meet the eligibility criteria.

What are the benefits and features of Mortgage Payment Protection Insurance?

If you are unable to work for more than 30 days in a row (the waiting period), we will pay 1/30th of your percentage of the monthly benefit for every further day you are off work, up to a maximum 12 months. We will pay the first monthly benefit 30 days after the waiting period then:

- your monthly benefit at monthly intervals for each following month you are unable to work, then
- at the end of your unemployment or accident or sickness, we will pay 1/30th of your percentage of the monthly benefit for each day you are unable to work from the day after you were last paid benefit to the last day you are unable to work up to a maximum of 12 months in total.
- If you are self-employed you will be entitled to claim for unemployment if you have involuntarily ceased trading because you could not find enough work to meet all your reasonable business and living expenses and have declared this to HM Revenue and Customs.
- If you receive payment in lieu of notice, your unemployment claim, including the waiting period, will start when you have registered as unemployed after the date your notice period ends.
- If you make an unemployment claim, you will also receive details of our ‘The Way To Work Career Management Service’ which provides independent confidential advice and guidance to help you return to work.

What am I not covered for?

The policy excludes some situations. These generally involve anything you already know about or that are caused by illegal or deliberate acts on your part. You need to check the 'Accident and Sickness', 'Unemployment (including Carer cover)' sections of the policy for full details of what is and is not covered. The main exclusions are shown here:

Section 1 – Accident and Sickness (Disablement) cover, we will not cover accident or sickness which results from:

- A medical condition, and/or associated symptoms, whether diagnosed or not:
 - which you know about when cover starts or you have seen a doctor about in the 12 months before taking out this policy; and
 - which persists or returns during the first 12 months of your policy
- Pregnancy or childbirth unless there have been medical complications

Section 2 – Unemployment Cover (including Carer Cover) we will not cover unemployment:

- If you know about impending unemployment at the start of the policy and this occurs within the first 12 months of cover
- If you are notified of, or which happens within the first 30 days of the policy.
- If you have resigned, retired, taken voluntary redundancy or been dismissed for misconduct
- After the end of a fixed-term contract unless you have either been employed by the same firm for at least 2 years or are on a contract of at least 12 months which has been renewed at least once with the same employer or you were originally employed on a permanent basis but were transferred to a fixed-term contract by the same employer without a break in employment.

Note - You will need to register for a Jobseeker's Agreement in order to be able to make an unemployment claim.

We will not cover carer claims:

- Unless you are in receipt of (or awaiting) a Carer's Allowance
- If you know that a member of your immediate family would require a carer at the start date of the policy; or
- If you apply for a Carers Allowance or are notified of receipt of Carers Allowance within the first 30 days of the policy.

How long does my Mortgage Payment Protection Insurance policy run for?

Your cover will remain in force for the fixed rate period of your Protector Mortgage. It will end when you reach 65, make a fraudulent claim, when you retire or when you no longer have your Protector Mortgage.

What happens if I take out cover and then change my mind?

This policy is a feature of your Nationwide Protector Mortgage and is free of charge.

You may cancel your policy after the Start Date by contacting Nationwide on 08457 30 20 10 or by writing to the Customer Service Team, Nationwide Building Society, Kings Park Road, Moulton Park, Northampton NN3 6NW.

However, as this is a free cover no refund of premium shall be applicable.

How do I make a claim?

Please call Nationwide Payment Protection Claims on 0845 600 1355 between 9.00am and 5.00pm Monday to Friday.

How do I make a complaint?

We hope that you will be very happy with the service that is provided. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, please call Nationwide on 08457 30 20 10, visit one of their branches, or go to the website, www.nationwide.co.uk and select the option "Contact Us". Nationwide and Aviva are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may then be entitled to refer it to this independent body. Following the complaints procedure does not affect your right to take legal action. Further details of our complaints procedure can be found in your policy.

Would I receive compensation if Aviva were unable to meet its liabilities?

Aviva is a member of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations depending on the type of insurance and circumstances of the claim.

Additional important information

It is essential that you give accurate information to enable us to arrange your insurance. If you fail to disclose any relevant information, we may not pay any subsequent claim.

If you don't have adequate cover, you will be responsible for the cost of meeting mortgage repayments if you are unable to work. Falling behind with payments could seriously affect your future financial security and may result in you having your home repossessed.

The cover provided by this policy is fixed and cannot be amended. If your circumstances change and you no longer meet the eligibility criteria, you should contact Nationwide straight away.

You should consider any existing insurance that you may have. If you have existing cover and want to take advantage of this free cover make sure that, between stopping one policy and starting another, there is no period for which you're not insured.

It is also important that you understand what is and is not covered by Mortgage Payment Protection Insurance. If you make a claim that is not covered by this policy (i.e. excluded) your claim will not be paid.

If at any time you want advice in relation to your overall MPPI needs we would recommend you seek advice from an Independent Financial Adviser.

Other

Unless otherwise agreed, English Law will apply to a mortgage payment protection insurance contract.

The information contained in this leaflet was correct at the time of going to print.

About Nationwide

Our Mortgage Payment Protection Insurance policies are provided on behalf of Nationwide Building Society by Aviva Insurance Limited, which is authorised and regulated by the Financial Services Authority.

Nationwide Building Society is authorised and regulated by the Financial Services Authority under registration number 106078. Credit facilities other than regulated mortgages are not regulated by the Financial Services Authority.

First class service is what you expect, and what we aim to provide.

If you feel our service falls short of this, please

- visit one of our branches
- call us on **08457 30 20 10**
- go to our website **www.nationwide.co.uk** and select the option "Contact Us".

If we cannot settle a complaint to your satisfaction through our internal complaints procedure, you may refer the matter to the Financial Ombudsman Service (FOS). Referral to the FOS does not affect your right to take legal action against Nationwide. Further details can be found in our leaflet "A complaint - how can we put it right?"

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

Further information about the scheme is available from the FSCS website **www.fscs.org.uk**, or write to Financial Services Compensation Scheme, 7th floor Lloyds Chambers, Portsooken Street, London, E1 8BN.

You can order all our publications in large print, Braille, audio cassette or CD. Your local branch will arrange this for you or you can contact us on **08457 30 20 10**.

If you have hearing or speech difficulties and are a textphone user, you can call us direct in text on **0800 37 80 01**. We also accept calls via BT TypeTalk. Just dial **18001** followed by the full telephone number you wish to ring.



Nationwide cares about the environment - this literature is printed in the UK with biodegradable vegetable inks on paper from well managed sources.

Nationwide Building Society is authorised and regulated by the Financial Services Authority under registration number 106078. Credit facilities other than regulated mortgages are not regulated by the Financial Services Authority. You can confirm our registration on the FSA's website, www.fsa.gov.uk or by contacting the FSA on **0300 500 5000**.

Nationwide Building Society

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