

Mortgage Payment Protection Insurance

Policy document



Nationwide

Guide to Your Policy Document

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Welcome

Thank **you** for choosing mortgage payment protection insurance through **Nationwide**.

Nationwide's aim is to provide **you** with excellent customer service at all times and to do their best to make **your** insurance arrangements as trouble free as possible.

This policy provides **you** with everything **we** believe **you** need to know about **your** mortgage payment protection insurance. It contains the full details of **your** policy including the exclusions. It is important that **you** read it carefully along with **your** insurance schedule, which confirms the details of **your** cover, and keep them in a safe place.

This policy uses words and phrases that have specific meanings. **You** will find these explained in the 'Words with Specific Meanings' section. These words are shown in '**bold**' wherever they appear.

By choosing this valuable protection **you** must:

- be eligible for the insurance cover
- know what this insurance does and does not cover
- understand how changes to **your work** affect **your** eligibility and the terms and conditions of making a claim.

Claims Advice Helpline 0844 801 0748

Use this service to report a new claim, get advice on how to make a claim or discuss a current claim.
Monday - Friday 8.30am - 6.00pm.

Telephone calls may be recorded and monitored.

You can also refer to the "Making a Claim" section for useful information about making a claim.

Changing Your Mind - Your Cancellation Rights

This insurance is optional and **you** have the right to cancel **your** policy during a period of 30 days from the **start date** of the policy or 30 days from the day **you** receive **your** policy documentation, whichever is the later.

If **you** wish to do so, **you** will be entitled to a full refund of the premium paid. If **you** have made a claim and then cancel during this period, **we** may seek to recover any monies paid to **you** in settlement of the claim.

To exercise **your** right to cancel, please contact **Nationwide** by phoning 08457 30 20 10 or write to the Customer Service Team, Nationwide Building Society, Kings Park Road, Moulton Park, Northampton NN3 6NW.

If **you** do not exercise **your** right to cancel **your** policy, it will continue in force and **you** will be required to pay the premium.

For **your** cancellation rights after the cooling off period, please refer to the 'Cancellation' section (see page 23).

If **you** have any questions about **your** cover or need to let **us** know about a change of circumstances please call **Nationwide** on 08457 30 20 10 Monday to Saturday 8am - 8pm.

Your Policy Explained

Your policy has been arranged for **you** by **Nationwide** and is made up of two parts – this document and the insurance schedule.

Together, they set out **your** cover and provide proof of the contract between **you** and **us**. This is based on the information which **you** gave when **you** applied for this insurance. It is essential that the information is accurate as far as **you** know. If it isn't **we** may not be able to pay any claims **you** make.

We will provide insurance as described in this document and the insurance schedule. This is subject to all the policy terms, limits, conditions and exclusions.

This document shows:

- What is and what is not covered
- How **you** make a claim and how it will be dealt with
- All other terms and conditions that apply.

The insurance schedule shows:

- the name(s) and address of the **mortgage** borrower(s)
- **your mortgage** account number
- which sections of the policy **you** have chosen
- **your excess period** – this is referred to in this policy as **waiting period**
- **your maximum monthly benefit period**
- **your monthly benefit** amount(s)
- the **insured person(s)** and the percentage of **monthly benefit** payable to them.

Please read the document and insurance schedule carefully. **You** should find them clear and easy to follow. If **you** have any queries, please call Customer Services on **08457 30 20 10**.

Your cover

Your insurance schedule will show the level of cover **you** have chosen. If **your** insurance schedule shows:

- Disablement Cover – Section 1 Accident and Sickness (Disablement) Cover of this document applies
- Unemployment Cover – Section 2 Unemployment Cover (including Carer Cover) of this document applies
- Disablement Cover and Unemployment Cover – Sections 1 Accident and Sickness (Disablement) Cover and 2 Unemployment Cover (including Carer Cover) of this document apply.

Premiums

Nationwide will charge **your** monthly premiums on the first day of each month to **your mortgage** account. **You** should ensure that **you** pay these premiums in the month due.

Nationwide will pay the premiums to **us**.

If **you** cancel this insurance on or after the second day of any month, no part of that month's premium will be refunded.

Nationwide will continue to charge the monthly premiums to **your mortgage** account throughout any claim so that cover can continue after the claim has ended.

Renewal of your policy

Your policy is an annual contract. It will automatically be renewed on the **renewal date** unless **you** tell **us** not to, or **we** have written to **you** to advise that it will be cancelled.

At least 21 days before the end of each period of cover, **you** will receive details about **your** cover for the next 12 months, together with a new insurance schedule. At this time, **we** can alter the premium and terms of **your** policy, subject to **our** complying with the sections below entitled "Alterations to Premiums" and "Alterations to policy terms and conditions".

If **you** choose not to renew **your** policy, **you** can cancel it within 30 days of the **renewal date**. If **you** wish to do so, **you** will be entitled to a full refund of the premium paid from the **renewal date** unless **you** have made a claim during that period.

Your new insurance schedule will also be a reminder to **you** to check that the cover still meets **your** needs.

Alterations to premiums

- (i) **Your** premium may change subject to **us** giving **you** 21 days notice prior to **your renewal date**. When reviewing **your** premiums, **we** will only consider any future impact to one or more of the following:
 - (a) changes due to new information arising from **our** own experience suggesting that **our** future claims experience is likely to be better or worse than previously assumed. This information includes changes to the number of claims **we** expect to pay, changes to the average expected duration of **our** claims payments or changes to the average expected amount paid per claim;
 - (b) changes due to new information arising from external sources such as general industry, population or reinsurer experience suggesting that **our** future claims experience is likely to be better or worse than previously assumed. This includes industry or general population unemployment experience;
 - (c) relevant changes to **our** previous assumptions in relation to:
 - (i) expenses related to providing the insurance;
 - (ii) policy lapse rates which means the average time policies are held;
 - (iii) interest rates;
 - (iv) tax rates;
 - (v) the cost of any legal or regulatory requirements.
- (ii) Any changes to **your** premium **we** make will not:
 - (a) be made as a result of any reason other than changes in the assumptions mentioned above;
 - (b) be based on whether **you** have made a claim; or
 - (c) be made to recover any previous losses.
- (iii) **We** will review **your** premium annually and **you** will be given at least 21 days written notice, at **your** last known address, of any alteration to the premium rates under this policy unless the change is due to legislative, tax or regulatory requirements. If **your** premium is changed due to legislative, tax or regulatory requirements which are outside **our** control, then **we** may not be able to give **you** 21 days notice.
- (iv) As a result of the premium review, **your** premium may go up, stay the same or go down, and there is no limit to the amount of any change.
- (v) If **we** change **your** premium and **you** do not wish to continue **your** cover **you** should contact **us** to discuss **your** options. Depending on the type of policy **you** have, **you** may be able to change **your monthly benefit** or change **your** type of cover. Alternatively **you** can cancel as set out in the section entitled "Cancellation" below.
- (vi) **You** must continue to pay **your** premium while **you** are making a claim under this policy to ensure that cover can continue after **your** claim has ended. If, during a claim, **you** cancel **your** cover or fail to pay the premium when due, **we** will continue to pay the **monthly benefit** provided that the claim was made prior to the date on which **you** cancelled or first failed to pay the premium when due. **You** will not, however, be covered for any new claim made on or after that date.

Alterations to terms and conditions

- (i) **We** may vary or waive the terms and conditions of this policy to reflect changes in the assumptions set out in the section entitled "Alterations to premium" above which **we** use to design and price **your** cover. Such changes may have the effect of increasing or reducing the cover previously provided under this policy.
- (ii) When changing **your** terms and conditions **we** will only consider any future impact of changes in one or more assumptions due to the reasons set out in the section entitled "Alterations to premium" above.
- (iii) In addition, **we** may also vary or waive **your** terms and conditions to:
 - (a) improve **your** cover;
 - (b) comply with any applicable laws or regulations;
 - (c) reflect any changes to taxation;
 - (d) correct any typographical or formatting errors that may occur.
- (iv) **You** will be given at least 21 days written notice prior to **your renewal date**, sent to **your** last known address, of any alteration to the terms and conditions of cover under this policy unless the change is due to legislative, tax or regulatory requirements. If **your** cover is changed due to legislative, tax or regulatory changes which are outside **our** control, then **we** may not be able to give **you** 21 days notice.
- (v) Any changes to **your** terms and conditions **we** make will not:
 - (a) be made as a result of any reason other than changes in the assumptions mentioned in the section entitled "Alterations to premium" above;
 - (b) be based on whether **you** have made a claim; or
 - (c) be made to recover any previous losses.
- (vi) If **we** vary or waive **your** terms and conditions and **you** do not wish to continue **your** cover **you** should contact **us** to discuss **your** options. Depending on the type of policy **you** have, **you** may be able to change **your monthly benefit** or change **your** type of cover. Alternatively **you** can cancel as set out in the section entitled "Cancellation" below.

Words with Specific Meanings

Wherever the following words or phrases appear in this policy, they will be shown in **bold** and have the following meanings.

Accident and/or Sickness

Any accident, sickness or disease which occurs after the **start date** which results in **you** being totally unable to carry out the duties of **your** normal **work** and not doing any other **work**, as confirmed by a **doctor** or **specialist**. Normal **work** means **your work** immediately before **your accident** or **sickness**, or any other **work** which **we** think **you** are, or may reasonably become qualified for, in view of **your** training, education and ability.

Carer

You look after a member of **your immediate family** on a full-time basis and have completed a **Carer's Allowance** Claim pack and are either in receipt of or awaiting **Carer's Allowance** from the Department for Work and Pensions.

Carer's Allowance

A taxable benefit paid by the Department for Work and Pensions to informal **carers**.

Doctor

A **doctor** registered with the General Medical Council and working in the United Kingdom, Channel Islands or Isle of Man other than **you** or a member of **your immediate family**.

Excess period / waiting period

The first 30 or 60 days (depending on the cover **you** have chosen) of any claim. The option **you** have chosen will be shown in **your** insurance schedule. **Monthly benefit** will not be paid during this period.

Within this policy the **excess period** is referred to as the “**waiting period**”.

Immediate family

Your spouse, civil partner, live in partner, children and parents.

Insured person(s)

Any person named as an **insured person** on **your** latest insurance schedule who has a **mortgage**.

Maximum monthly benefit period

The maximum number of **monthly benefit** payments that **you** can claim. This is shown on **your** insurance schedule which applied on the date the **unemployment** or **accident** or **sickness** occurred.

Monthly benefit

This is made of two parts:

Mortgage cover - means the amount, as shown on **your** insurance schedule which applied on the date the **unemployment** or **accident** or **sickness** occurred. This will be paid direct to **you**.

Additional cover - means the amount, as shown on **your** insurance schedule which applied on the date the **unemployment**, **accident** or **sickness** occurred. This will be paid direct to **you**.

Your insurance schedule will also show the percentage of **monthly benefit** payable for each **insured person** which applied on the date the **unemployment**, **accident** or **sickness** occurred.

Mortgage

Your residential mortgage agreement with **Nationwide**, with a balance of at least £50 outstanding.

Nationwide

Nationwide Building Society, which provides sales and after sales administration services to **your** policy.

Normal Pregnancy

Symptoms which normally accompany pregnancy which are of a minor and/or temporary nature (such as morning sickness and dizzy spells) and which do not represent a significant medical hazard to mother or baby.

Period of insurance

The **period of insurance** shown on **your** latest insurance schedule.

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** or
- which **you** had seen or arranged to see a **doctor** about, during the 12 months immediately before the **start date**.

Renewal date

The date that **your** insurance cover under this policy is renewed. **You** can find this on **your** latest insurance schedule.

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.

Specialist

A **doctor** who is or has been a consultant at an NHS hospital.

Start date

The date when the cover **you** have chosen under the policy starts and is either of the following:

- If **you** is a new **mortgage** insurance starts on the completion date.
- If **you** apply for insurance at any other time, including a further **mortgage** advance, **your** insurance starts on the date shown on **your** first insurance schedule in relation to the cover **you** have chosen.

Temporary work

Work that is casual, occasional or for a specific task. Also **work** that is seasonal or irregular, or for a period of training or apprenticeship.

UK

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

Unemployment/Unemployed

Having no paid **work** or **temporary work** and having a Jobseeker’s Agreement with the Department for Work and Pensions in the **UK**. If **you** are ineligible for a Jobseeker’s Agreement **you** must be able to provide alternative proof acceptable to **us** that **you** are actively seeking **work**.

Waiting period / excess period

The first 30 or 60 days (depending on the cover **you** have chosen) of any claim. **Monthly benefit** will not be paid during this period.

On **your** insurance schedule the “**waiting period**” may be referred to as the “**excess period**”.

We/Us/Our

Pinnacle Insurance plc, Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire, WD6 2XX.

Work / Working

Any paid **work** of at least 16 hours a week. This includes **self-employed** work, fixed term **work** and statutory maternity and parental leave but not **temporary work**.

You/Your/Yours

The **insured person(s)** named on the insurance schedule.

Eligibility, Important Notes and Material Facts

Eligibility

You are eligible for this insurance if at the time **you** cover commences **you**:

- are aged 18 years or over but under 65
- **work** at least 16 hours per week
- have been in **work** continuously for at least the last six months, (This does not apply if **you** are taking a new **Nationwide mortgage** or a further advance or have done so in the last 3 months. However during the first 12 months of **your** cover **you** will only be able to claim for **unemployment** if it is preceded by 6 months continuous **work**)
- are permanently resident in the **UK**
- have a **mortgage**.

During any **period of insurance you** must be permanently resident in the **UK** and have a **mortgage**.

For the purposes of this insurance **work** means any paid **work** of at least 16 hours per week. This includes **self-employed work** and statutory maternity and parental leave but it does not include **temporary work**.

If **you** are **self-employed** or **you work** on fixed term contracts (and meet the criteria set out under the sections entitled "fixed term contracts"), **you** are eligible for this insurance but **you** should read the policy carefully to make sure it is suitable for **your** needs. **You** should pay particular attention to the "Employment Circumstances", "Section 2 - Unemployment Cover (including Carer Cover)" and "Things To Keep In Mind When Claiming" sections.

Joint Borrowers

If **you** have a joint **mortgage** and only one of **you** is insured, the other **mortgage** holder cannot be added to the policy.

Where **you** are both insured and one of **you**:

- voluntarily stops being in **work**
- ceases to have a **mortgage**
- retires from **work**
- reaches age 65

You will need to call **Nationwide** to discuss **your** options.

Important notes

1. This policy does not cover a medical condition or related symptoms **you** knew about at the **start date** whether the condition had been diagnosed or not. This is known as a **pre-existing medical condition**. If **you** have seen a **doctor** in the last 12 months **your** ability to claim may be affected. This is explained in Section 1 - Accident or Sickness (Disablement) Cover.
2. If **you** are off **work** due to **accident** or **sickness** at the **start date**:
 - **You** may still be eligible for the insurance. However, **you** should be aware that if **you** have cover under Section 1 – Accident & Sickness (Disablement) Cover **you** will not be able to claim during the first 12 months following the **start date** if the condition returns
 - If **you** do not return to **work** within the first 30 days following the **start date**, Section 1 Accident and Sickness (Disablement) Cover will not begin until **you** have returned to **work**. In this case, any **pre-existing medical condition** will not be covered if it returns within 12 months of Section 1 commencing.

3. This policy will not pay for any **unemployment** (including carer cover) **you** were aware of at the **start date** and which occurs during the first 12 months of the **start date**. **You** will not be covered for any **unemployment** which **we** reasonably believe **you** knew was likely to happen, whether **you** had official notice or not, when **you** took out this insurance.
4. This policy will not pay for any **unemployment** that **you** were aware of or which happens during the first 60 days of the **start date**. This is reduced to 30 days if **your** cover was arranged at the time **your mortgage** started.

Material facts

All material facts must be disclosed. A material fact is one that is likely to influence **us** in the acceptance and assessment of an application e.g. living outside the **UK** or in **work** for less than 16 hours per week. It is **your** responsibility to provide complete and accurate information to **Nationwide** when **you** take out **your** insurance policy and throughout the life of **your** policy.

Please note that if **you** fail to disclose any material information to **us**, this could invalidate **your** insurance cover and could mean that part or all of a claim may not be paid. **We** recommend **you** keep a record (including copies of letters) of all information provided to **Nationwide** and **us** for **your** future reference.

Changes during the lifetime of your policy that may affect your insurance cover

It is **your** responsibility to ensure that this policy continues to meet **your** requirements should the circumstances of **your work** change during the lifetime of **your** policy, as this could affect **your** entitlement to benefits.

Your eligibility for cover under this policy may change if **your** personal circumstances change. If this happens or is likely to happen **you** should discuss this with **Nationwide**. This would include for example:

- **You** retire from **work** and do not intend to actively seek further **work**
- **You** change **your work** e.g. **your work** becomes **temporary work**
- **You** voluntarily reduce **your** hours of **work** to less than 16 hours per week
- **You** reach 65 years of age
- **You** leave the **UK** to live abroad
- **You** change **your mortgage** to another lender
- **You** wish to change **your monthly benefit** amounts, for instance following an increase or decrease in **your** monthly **mortgage** payments.

If **you** decide the policy is no longer suitable and **you** wish to cancel it please contact **Nationwide** on 08457 30 20 10.

If **you** have any questions about **your** cover or need to let **us** know about a change of circumstances please call **Nationwide** on 08457 30 20 10 Monday to Saturday 8am - 8pm

Employment Circumstances

Your employment circumstances will affect your eligibility for cover and entitlement to make a claim. If your employment changes or is likely to change or you have any questions you should contact Nationwide Customer Services on 08457 30 20 10.

Fixed term contracts

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 have chosen it, if 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.

Self-employed

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.

Retiring before the age of 65

If you retire before the age of 65 and do not intend to actively seek further work, you will no longer be eligible for cover. You should contact Nationwide if this happens.

Important – the type of cover the policy provides

Please refer to your insurance schedule for the cover options that you have selected. If you are unclear as to the cover you have selected please contact your local Nationwide branch or call the number shown on your insurance schedule.

If you take out unemployment cover only or accident or sickness cover only, you must be aware of the following points:

- If you only take out unemployment cover and you suffer an accident or sickness during a period of unemployment your monthly benefit payments will be suspended until you are able to re-register as unemployed with the Department for Work and Pensions and actively continue seeking work
- If you only take out accident or sickness cover and become unemployed during a period of accident or sickness, you will only continue to receive monthly benefit payments whilst you remain certified unfit to work due to accident or sickness.

Section 1 – Accident and Sickness (Disablement) Cover

This cover only applies if your latest insurance schedule shows that you have chosen Section 1 – Disablement Cover.

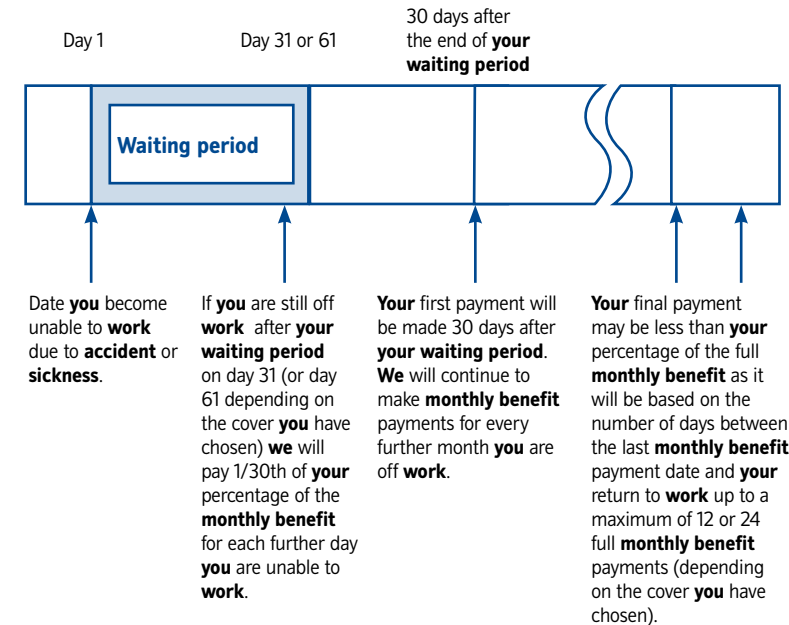
What is covered

If an accident or sickness prevents you working an amount equal to 1/30th of your percentage of the monthly benefit will become payable for each consecutive day you are unable to work after the waiting period.

We will pay the first monthly benefit 30 days after the waiting period, then

- at monthly intervals, for each following month you are unable to work, then
- at the end of your accident or sickness, we will pay 1/30th of your percentage of the monthly benefit for each day of your accident or sickness from the day after you were last paid benefit to the last day of your accident or sickness up to the maximum monthly benefit period.
- Pregnancy and childbirth - we will pay the benefit for any accident or sickness resulting from any symptom(s) of, or complication(s) of pregnancy and childbirth which a doctor certifies prevents you from working, and which is not excluded under any other exclusions listed in this policy. However no benefit will be payable for normal pregnancy and childbirth related conditions.

Example of how a claim is calculated



- If **you** return to **work** after claiming for **accident** or **sickness** and then are unable to **work** within three months because of the same **accident** or **sickness** **you** do not have to serve **your waiting period** again before benefit can be paid. **We** will combine these two periods into one claim when calculating **your** benefit period subject to the **maximum monthly benefit period**
- Once **we** have paid the **maximum monthly benefit period** **you** need to return to **work**, for at least 6 consecutive months before **you** can make another **accident** or **sickness** claim for the same condition. However, if **your** new claim is for an unrelated condition, **you** will only need to be back at **work** for 30 days to be eligible to claim again
- **You** may transfer from an **accident** or **sickness** to an **unemployment** claim or the other way round, providing both Section 1 – Accident and Sickness (Disablement) Cover and Section 2 – Unemployment Cover (including Carer Cover) are shown on **your** latest insurance schedule. **We** will combine these two periods into one claim when calculating **your** benefit period subject to the **maximum monthly benefit period**
- **You** cannot claim Under Section 1 – Accident and Sickness (Disablement) Cover and Section 2 – Unemployment Cover (including Carer Cover) at the same time.

What is not covered

We will not pay any **accident** or **sickness** claims due to or arising from:

- Any **pre-existing medical condition** which persists or returns during the first 12 months of **accident** or **sickness** cover. This exclusion will not apply once **you** have been continuously insured for **accident** or **sickness** cover for 12 months, so long as **you** are attending **work** at the start of **your** claim. This means **we** will not pay for 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**, or
 - which **you** had seen or arranged to see a **doctor** about, during the 12 months immediately before the **start date**.
- Cosmetic surgery or other treatment which is not medically necessary.
- As a result of **you** being detained in prison under the direction of a court of law. This will not apply if **you** are later acquitted
- **Your** own wilful actions, drug or alcohol abuse. This does not include any drugs prescribed by **your doctor**, except if they are to treat drug addiction
- Any dishonest or exaggerated behaviour by **you** or anyone acting for **you**. If this happens, **you** will have to return any benefits already paid and **you** will forfeit all future rights under this policy
- War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power and/or any action taken in controlling, preventing, suppressing or in any way relating to any of these causes or events.

Note

If **you** are not **working** at the time **your accident** or **sickness** occurs, **you** will not be able to claim for **accident** or **sickness** unless **you** were actively seeking **work** and registered as **unemployed**.

Section 2 - Unemployment Cover (including Carer Cover)

This cover only applies if **your** latest insurance schedule shows that **you** have chosen Section 2 – Unemployment Cover. This section also includes Carer Cover as shown on Page 17.

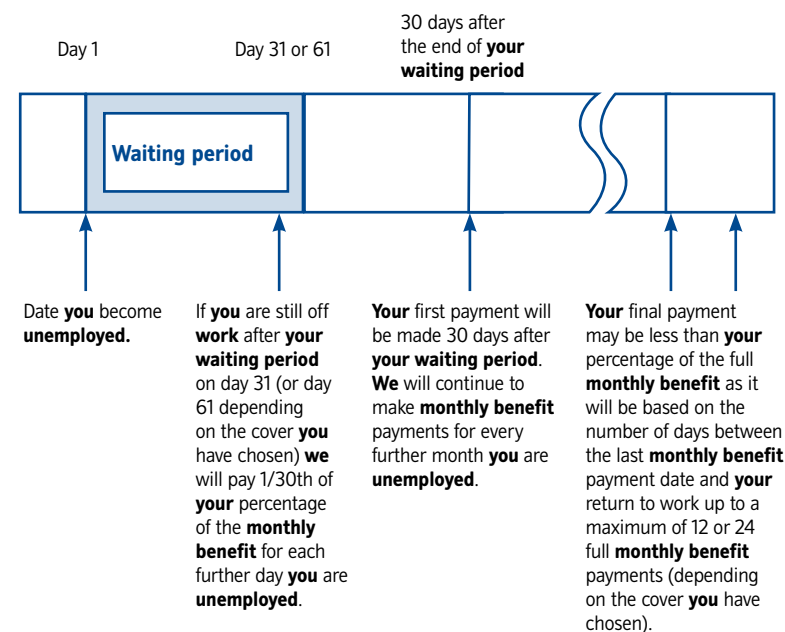
What is covered

If **you** are **unemployed** an amount equal to 1/30th of **your** percentage of the **monthly benefit** will become payable for each consecutive day **you** are unable to **work** after the **waiting period**.

We will pay the first **monthly benefit** 30 days after the **waiting period**, then

- at monthly intervals, for each following month **you** are unable to **work**, then
- at the end of **your unemployment**, **we** will pay 1/30th of **your** percentage of the **monthly benefit** for each day of **your unemployment** from the day after **you** were last paid benefit to the last day of **your unemployment** up to the **maximum monthly benefit period**.

Example of how a claim is calculated



- If, after claiming for **unemployment**, **you** are made **unemployed** again within three months of returning to **work**, **you** will not have to serve **your waiting period** again before benefit can be paid. **We** will combine these two periods of **unemployment** into one claim when calculating **your** benefit period subject to the **maximum monthly benefit period**
- Once **we** have paid the **maximum monthly benefit period you** need to return to **work** for at least 6 consecutive months before **you** can make another **unemployment** claim
- **You** may transfer from an **unemployment** to an **accident** or **sickness** claim or the other way round, providing both Section 1 – Accident and Sickness (Disablement) Cover and Section 2 – Unemployment Cover (including Carer Cover) are shown on **your** latest insurance schedule. **We** will combine these two periods into one claim when calculating **your** benefit period subject to the **maximum monthly benefit period**
- **You** cannot claim Under Section 1 – Accident and Sickness (Disablement) Cover and Section 2 – Unemployment Cover (including Carer Cover) at the same time.

Temporary Work

If **you** do any **temporary work**:

- during a claim, **your monthly benefit** will be suspended during the period of **temporary work** and will be resumed when the **temporary work** finishes. **Your** next **monthly benefit** payment will be made 30 days after **your** claim resumes and **you** have registered with the Department for Work and Pensions.
- during the **waiting period**, the **waiting period** will be suspended until the end of the **temporary work** and **you** have registered with the Department for Work and Pensions.

Self-employed

If **you** are **self-employed** and **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, **you** will be entitled to claim for **unemployment** benefit.

For the purpose of this insurance **you** are **self-employed** if **you** fit the definition of **self-employed** in the “Words with Specific Meanings” section of this document. If **you** do not fit this description, all other terms, conditions and exclusions of this policy will apply.

In either case **you** will need to have a Jobseeker’s Agreement for the whole time **you** are claiming. If **you** are ineligible for a Jobseeker’s Agreement, **you** must be able to provide ongoing alternative evidence that is acceptable to **us** that **you** are **unemployed** and actively seeking **work**. This could include copies of job applications, responses and registration with job agencies.

Payment in lieu of notice

If **you** have been paid or are entitled to be paid in lieu of notice any claim for **unemployment**, including the **waiting period**, will not start until the end of **your** notice period.

What is not covered

We will not pay for any **unemployment**:

- Which occurs within the first 12 months of the **start date** that **we** reasonably believe **you** knew was likely to happen, whether **you** had official notice or not, when the cover commenced under this section
- Which occurs within the first 12 months from the **start date** and is not preceded by 6 months continuous **work**
- **You** are notified of or which happens within the first 60 days of the **start date** under this section. This is reduced to 30 days if cover commenced on the completion date of a new **mortgage**
- If **you** have resigned or taken voluntary redundancy
- If **you** retire and do not intend to actively seek further **work**
- Due to **your** misconduct
- After **temporary work** (unless **you** have taken **temporary work** during a period of claim)
- Which is normal, regular or seasonal in **your work**
- After the end of a fixed-term contract which is not renewed, unless:
 - **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
- As a result of **you** being detained in prison under the direction of a court of law. This will not apply if **you** are later acquitted
- Due to **your** own wilful actions, drug or alcohol abuse. This does not include any drugs prescribed by **your doctor**, except if they are to treat drug addiction
- Any dishonest or exaggerated behaviour by **you** or anyone acting for **you**. If this happens, **you** will have to return any benefits already paid and **you** will forfeit all future rights under this policy
- War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power and/or any action taken in controlling, preventing, suppressing or in any way relating to any of these causes or events.

Note

If **you** have retired, are not actively seeking **work** and are not registered as **unemployed you** will not be able to claim under this section.

Carer Cover

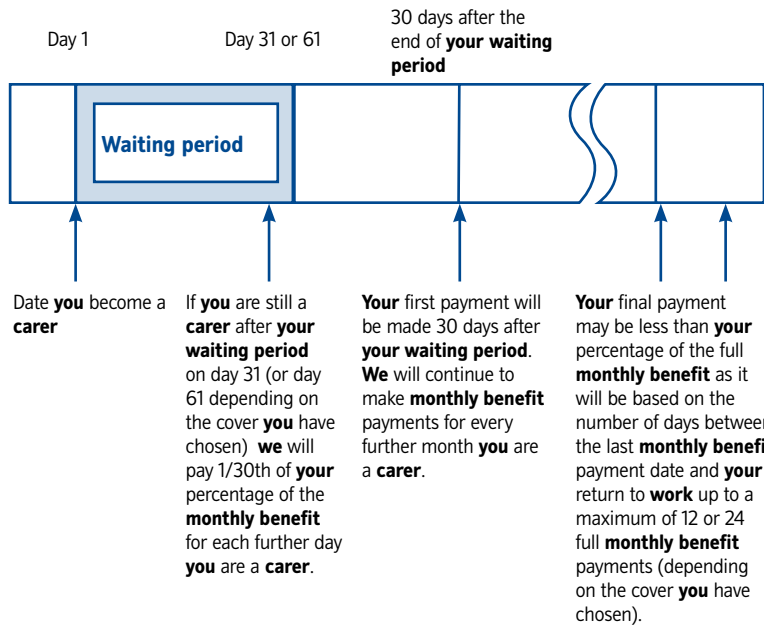
What is covered

If **you** voluntarily leave **your work** to become a **carer** an amount equal to 1/30th of **your** percentage of the **monthly benefit** will become payable for each consecutive day **you** are a **carer** after the **waiting period**.

The first **monthly benefit** payment will be made 30 days after the **waiting period**, then

- at monthly intervals, for each following month **you** are a **carer**, then
- when **you** cease to be a **carer**, **we** will pay 1/30th of **your monthly benefit** for each day **you** continue to be a **carer** from the day after **you** were last paid benefit to the last day **you** were a **carer**, up to the **maximum monthly benefit period**.

Example of how a claim is calculated



- If **you** claim for a second period of being a **carer** within three months of returning to **work**, **you** will not have to serve **your waiting period** again before benefit can be paid. **We** will combine these two periods into one claim when calculating **your** benefit period subject to the **maximum monthly benefit period**
- Once **you** have received the **maximum monthly benefit period** **you** need to return to **work** for at least 6 consecutive months before **you** can make another **carer** claim.

What is not covered

We will not pay the **monthly benefit** for any period when **you** are a **carer** where:

- **we** reasonably believe **you** were aware of the need, or likely need for a member of **your immediate family** to require a **carer** (now or any time in the future) at the **start date**
- **you** are looking after members outside **your immediate family**
- **you** applied for **Carer's Allowance** or were notified of receipt of **Carer's Allowance** within the first 60 days of the **start date** (or 30 days if cover began on the completion date of **your mortgage**) unless the condition of the person that **you** will be caring for was due to or caused by an unforeseen event that happened after the **start date** of **your** policy
- there is any dishonest or exaggerated behaviour by **you** or anyone acting for **you**. If this happens, **you** will have to return any benefits already paid and **you** will forfeit all future rights under this policy
- **your** becoming a carer results from war, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power and/or any action taken in controlling, preventing, suppressing or in any way relating to any of these causes or events.

General Exclusions

The following exclusions apply to Accident & sickness cover and Unemployment cover.

What is not covered?

We will not pay any benefits if a claim results from:

- any dishonest or exaggerated behaviour by **you** or anyone acting on **your** behalf;
- any civil commotion, terrorism, riot or insurrection, war or any act incidental to war (whether declared or not) or whilst **you** are on naval, military or air force duty, service or any type of associated or similar operations; or
- ionising radiation or radioactive contamination from nuclear fuel, waste or equipment.

Making Changes

You are not able to make any changes to this policy.

Should **your** circumstances change and the policy no longer meets **your** needs, **you** should contact **Nationwide** on 08457 30 20 10 to discuss **your** options.

Joint cover

If **you** have a joint **mortgage** and only one of **you** is insured, the other **mortgage** holder cannot be added to the policy.

Where **you** are both insured and one of **you**:

- voluntarily stops being in **work**
- ceases to have a **mortgage**
- retires from **work**
- reaches age 65

You will need to contact **Nationwide** to discuss **your** options.

Reviewing your monthly benefit

You should review **your monthly benefit** on an annual basis to ensure that **your** monthly **mortgage** payments and any other regular monthly outgoings that **you** wish to include are adequately covered.

No amendments can be made to **your** policy, therefore if the policy no longer meet **your** needs, **you** should contact **Nationwide** on 08457 30 20 10 to arrange cancellation.

All other policy terms and conditions apply to the change and remain unaltered.

Making a Claim

It is important that **you** register **your** claim as soon as possible with **us**.

Please have **your mortgage** account number ready when **you** call.

When **you** call, **we** will be there to help answer any questions **you** have before sending **you** the claim form.

Step 1 – Accurately fill in the claim form:

- For **accident** or **sickness** claims **you** will need to get a **doctor** to fill in the relevant section of the form. The **doctor** may charge **you** for this
- For **unemployment** claims **you** will need to arrange for a Department for Work and Pensions official and **your** previous employer to fill in the relevant sections of the form
- If **you** are **self employed** and making an **unemployment** claim **you** must provide evidence that:
 - **you** could not find enough **work** to meet all **your** reasonable business and living expenses and declared this to the HM Revenue & Customs, and
 - the **unemployment** is not a normal seasonal occurrence or a normal incident in **your** occupation
- For **carer** claims **you** will need to arrange for **your** previous employer to fill in the relevant section of the form and provide evidence that **you** are either in receipt of or awaiting **Carer's Allowance**.

Step 2 – Return the completed claim form to.

Claims Department
Pinnacle Insurance plc
Pinnacle House
A1 Barnet Way
Borehamwood
Hertfordshire WD6 2XX

Things to keep in mind when claiming

- **You** must supply and pay for all reasonable information or evidence **we** ask for to support **your** initial claim
- From time to time throughout **your** claim **we** may ask for further evidence that **you** are still **unemployed** and actively seeking **work**, or unable to **work** due to **accident** or **sickness**
- **Your** claim may be delayed if **we** do not receive all the information **we** need (for example declarations and medical questionnaires)
- To help **us** administer **your** claim **we** may contact **your** past employers, **doctor**, or other insurers for information about **you**
- If **you** are claiming for **unemployment** **you** need to have a Jobseeker's Agreement for the whole time **you** are claiming. If **you** are ineligible for a Jobseeker's Agreement, **you** must be able to provide ongoing alternative evidence acceptable to **us** that **you** are **unemployed** and actively seeking **work**. This could include copies of job applications, responses and registration with job agencies
- When making an **accident** or **sickness** claim **you** may need to have a medical examination at **our** expense. If **you** refuse or the appointment is not kept, **we** may not pay **your** claim
- If **you** are a **carer** making a claim, **we** need satisfactory proof that **you** are required to look after a member of **your immediate family**, that **you** have completed a **Carer's Allowance** Claim pack and are either in receipt of or awaiting **Carer's Allowance**
- **We** are concerned that **you** should not pay for the dishonesty of others. **We** make random checks, so do not be alarmed if one of **our** claims advisers calls. **We** also exchange information with other insurers to prevent fraud.
- If **you** reach age 65 during a claim, **your** policy will end. **We** will continue to pay **your** claim until either **your mortgage** ends, **your unemployment** ends, **you** recover from **your accident** or **sickness**, **you** are no longer a **carer**, **you** have retired from **work** or if **we** have paid **monthly benefit** payments for the **maximum monthly benefit period**.

State benefits

If **you** make a claim under this policy and also apply for any means tested state benefit, the Department for Work and Pensions/Benefits Agency may treat some of the claim payment as income when calculating **your** benefit entitlement.

Paying claims

We will make **monthly benefit** payments directly to **you**. When **we** have made these payments, **we** will not make any further payments for the same claim.

When will monthly benefit payments end

We will continue paying **your** claim until the first of the following happens:

- **Your unemployment** ends, **you** recover from **your accident** or **sickness** or **you** are no longer a **carer**
- **We** have paid **monthly benefit** payments for the **maximum monthly benefit period** for any one continuous period of **unemployment**, **accident** or **sickness** or a period for which **you** are a **carer** or a combination of all three
- **Your mortgage** ends
- **You** retire from **work** and do not intend to actively seek further **work** (**you** must tell **Nationwide** if this happens)
- **You** make a false claim (**you** will have to return any claim payment **we** have made).

Claims Support Programme

If **you** have an **unemployment** claim, **we** will provide **you** with a Job Finder Guide and access to **our** Claims Support website (www.support.cardifpinnacle.com) each subject to availability, which may help **you** in **your** job search. **You** may also be offered access to a CV writing service, a CD ROM, employment workshops and telephone support service.

If **you** have an **accident** or **sickness** claim, **we** will provide **you** with **our** Claimant Health Guide and access to **our** Claims Support website (www.support.cardifpinnacle.com) each subject to availability, which may assist **you** with health updates and general information on **your** condition.

When Does Your Policy End

The cover provided by this policy will end, if any of the following happens:

- **Your mortgage** ends
- **You** reach 65 years of age
- **You** retire from **work** (**you** must tell **Nationwide** if this happens)
- **You** make a false claim (**you** will have to return any **monthly benefit** payments **we** have made)
- **We** write to tell **you** that **we** will not renew **your** insurance at the next **renewal date**.
- **You** cancel this policy
- **You** fail to make **your** monthly premium payments when due (other than during a period of claim, in which case **your** policy will end on the earliest to occur of the dates listed below under the section entitled "Cancellation - By you after the cooling off period").

Cancellation

By you after the cooling off period (see page 3)

You can cancel **your** policy within 30 days of the **start date**, the date **you** first receive these policy documents or **your renewal date** (the cooling off period) and have any premiums **you** have already paid in that **period of insurance** refunded in full, provided **you** haven't made a claim. If **you** have made a claim, no refund of premium will be payable.

You can cancel **your** policy at any time during the **period of insurance**. If **you** cancel **your** insurance on or after the second day of any month, no part of that month's premium will be refunded.

If **we** change **your** premium and/or vary or waive **your** terms and conditions and **you** do not wish to continue **your** cover **you** should contact **us** to discuss **your** options. Depending on the type of policy **you** have, **you** may be able to change **your monthly benefit** or change **your** type of cover. Alternatively **you** can cancel without notice and without penalty. Any cancellation will take effect at the end of the period for which **you** have already paid **your** premium.

If **you** cancel **your** policy during a period of claim, cancellation will take effect on the earliest to occur of the following:

- the date **you** cease to be eligible for **monthly benefit** payments
- the date **you** return to work
- the date **we** have made **monthly benefit** payments for the **maximum monthly benefit period**
- the date **your** policy ends, as set out in the section above entitled "When does your policy end"

To cancel **your** policy, call **Nationwide** on **08457 30 20 10** or write to the following address:

Customer Services
Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

If **you** choose not to cancel **your** policy, it will continue in force and **you** will be required to pay the premium.

By us

- (i) **We** may cancel **your** insurance cover immediately:
 - (a) Where there is evidence of **your** dishonest or exaggerated behaviour (or dishonest or exaggerated behaviour by someone acting on **your** behalf) in relation to the cover provided under this policy
 - (b) where **you** have failed to make disclosure of a material fact which, if disclosed at the time of application would have caused **us** to decline **you** for cover
 - (c) where **you** have misrepresented a material fact which, if correctly represented at the time of the application, would have caused **us** to decline **you** for cover, or
 - (d) where necessary to comply with any applicable laws or regulations.
- (ii) **We** may cancel **your** insurance cover by giving not less than 90 days' written notice prior to the **renewal date**:
 - (a) in the unlikely event that for any of the reasons listed in the section entitled "Alterations to premiums" **we** expect to experience unsustainable losses for the particular country or market sector that applies to **your** policy, or
 - (b) if **we** decide for reasons of strategy or cost that it is no longer viable for **us** to continue to provide cover within the particular country or market sector that applies to **your** policy.
- (iii) Except in cases of dishonest or exaggerated behaviour, misrepresentation or failure to disclose a material fact, any decision to cancel cover will not be made at an individual level and will not be based on whether **you** have made a claim.
- (iv) Except in cases of dishonest or exaggerated behaviour, misrepresentation or failure to disclose a material fact cancellation of **your** policy will not affect **your** entitlement to claim for any event occurring before the date of cancellation.
- (v) **We** will continue to pay **monthly benefit** that is due to be paid for any claim that happened prior to the date **your** policy is cancelled.
- (vi) **You** will not receive a refund of any premiums already paid at the date of cancellation.

Notice

Unless stated otherwise, any notice given under this policy shall be in writing and sent by post. It shall be deemed to be served one day after posting if sent by first class post or three days after posting if sent by second class post. Notice will be sent to **your** last known address on **Nationwide's** records.

General Information

This insurance is underwritten by Pinnacle Insurance plc.

Pinnacle Insurance plc is authorised and regulated by the Financial Services Authority.

The law

English law will apply as the governing law for this policy and documentation in relation to this policy will be in English.

Financial Services Compensation Scheme

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, Portsoken Street, London, E1 8BN.

Data Protection Act – Information Users

For the purposes of the Data Protection Act 1998, the joint Data Controllers in relation to any personal data **you** supply are Pinnacle Insurance plc and **Nationwide**.

Use of your information by Pinnacle Insurance plc

Insurance administration

Information **you** supply may be used for the purposes of insurance administration, including the administration of any claims made under **your** policy, by **us**, **our** associated companies and agents, and **Nationwide**.

It may also be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing **our** compliance with any regulatory rules/codes. **Your** information may also be used for research and statistical purposes and crime prevention. It may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for systems administration. Where this happens, **we** will ensure that anyone to whom **we** pass **your** information agrees to treat **your** information with the same level of protection as if **we** were dealing with it. **We** may use agents or sub-contractors to administer the policies or claims on **our** behalf and may pass **your** personal data to them for the purpose of servicing the policies or claims.

If **you** give **us** information about another person, in doing so **you** confirm that they have given **you** permission to provide it to **us** and for **us** to be able to process their personal data (including any sensitive data) and also that **you** have told them who **we** are and what **we** will **use** their data for, as set out in this notice.

In the case of personal data, with limited exceptions, and on payment of the appropriate fee, **you** have the right to access and if necessary rectify information held about **you**.

Sensitive data

In order to assess the terms of the insurance contract or administer claims which arise, **we** may need to collect data which the Data Protection Act defines as sensitive (such as medical history or criminal convictions). By proceeding with this insurance, **you** signify **your** consent to such information being processed by **us** or **our** agents.

Should **you** wish to request copies of information held about **you** concerning a claim, **you** should write to:

Head of Compliance
Pinnacle Insurance plc
Pinnacle House
A1 Barnet Way
Borehamwood
Hertfordshire WD6 2XX

Use of your information by Nationwide

Any information about **you** and **your** policy may be shared within **Nationwide** to open and manage the policy, make lending decisions, collect debts, trace debtors, prevent fraud and money laundering and for business analysis. It may also be shared within **Nationwide** and with specialist companies for market research purposes on behalf of **Nationwide**. **Nationwide** may use **your** information to populate application forms for products provided or introduced by **Nationwide**. If **you** notify **us** of changes to **your** personal details, it is **our** normal practice to notify **Nationwide** who will update all of **your** accounts unless **you** ask **us** not to. If **you** have opened an account or policy with another organisation introduced to **you** by **Nationwide**, **Nationwide** will pass these updates to them but **you** are advised to contact them to confirm the changes.

If **you** are a new **Nationwide** customer and **you** do not wish to receive marketing material by letter, telephone or email, or any combination of these **you** can write to Nationwide Building Society, Marketing opt-out, FREEPOST SCE 7125, Swindon SN38 9LY.

If **you** are a new **Nationwide** customer and **you** do not wish to receive marketing material by letter, telephone or e-mail, or any combination of these **you** can write to Nationwide Building Society, Marketing opt-out, FREEPOST SCE 7125, Swindon SN38 9LY.

If **you** are an existing **Nationwide** customer **your** current marketing preferences will continue unless **you** tell us otherwise. If **you** have given a previous marketing instruction to any subsidiary or trading division of Nationwide Building Society, **your** request to them will not change. '**Nationwide**' means Nationwide Building Society, its subsidiaries and trading divisions. If **you** require further information **you** can ask for a copy of our leaflet 'How Nationwide uses your personal information'. This can be requested from a branch and is also available on line at www.nationwide.co.uk

You have the right of access to **your** personal records held by **Nationwide** and the credit and fraud agencies. **Nationwide** charges a fee for this service. **You** can ask for a copy of the leaflet 'How Nationwide uses personal information' which will tell **you** how to apply for **your** records and explains in more detail how **your** information will be used by **Nationwide** and the fraud prevention agencies or **you** can write to the Data Protection Officer, Nationwide Building Society, Northampton Administration Centre, Kings Park Road, Moulton Park, Northampton NN3 6NW.

Fraud prevention and detection

In order to prevent or detect fraud, to assist in verifying **your** identity **we** may at any time:

- Share information about **you** with other organisations and public bodies including the police
- Undertake credit searches and additional fraud searches
- Check and/or file **your** details with fraud prevention agencies and databases to protect **us** and **our** customers from theft and fraud, and if **you** give **us** false or inaccurate information and **we** identify fraud, this will be recorded and passed to fraud prevention agencies to prevent fraud and money laundering.

We can on request supply further details of the databases accessed or contributed to.

Promise of Service - Complaints Procedure

Our goal is to give excellent service to all **our** customers but **we** recognise that things do go wrong occasionally. **We** take all complaints **we** receive seriously and aim to resolve all **our** customers' problems promptly. To ensure that **we** provide the kind of service **you** expect **we** welcome **your** feedback. **We** will record and analyse **your** comments to make sure **we** continually improve the service **we** offer.

What will happen if you complain

- **Your** complaint will be acknowledged promptly
- **We** aim to resolve complaints, following assessment and investigation, within 7 working days of receipt.

Most of **our** customers' concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, **we** will contact **you** with an update and give **you** an expected date of response.

What to do should you be dissatisfied

Step 1

If **you** have a complaint about the handling of **your** insurance please

- talk to an advisor at a **Nationwide** branch, or
- phone **Nationwide** on **08457 30 20 10** and ask to speak to an advisor, or
- visit www.nationwide.co.uk and select the option 'Contact us'.

If **your** complaint concerns the processing or handling of a claim **you** have made, please contact Pinnacle Insurance plc on 0844 801 0748.

Step 2

You will be advised of the next stage of **our** complaints process at the conclusion of step 1.

If **you** are dissatisfied with **our** final decision (from the Chief Executive Officer), **you** can refer the matter to the Financial Ombudsman Service (FOS).

Full contact details of both **our** Chief Executive and the FOS will be provided when **we** write in response to **your** complaint.

Notes

1. The FOS will only consider **your** complaint if **you** have given **us** the opportunity to resolve it and **you** are a private policyholder. If, however, **we** do not resolve **your** complaint within 40 working days, the FOS will accept a direct referral.
2. Whilst **we** are bound by the decision of the FOS, **you** are not.
3. Following the complaints procedure does not affect **your** right to take legal action.

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.

FSC Guide



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.

Nationwide Building Society

Head Office: Nationwide House,
Pipers Way, Swindon, Wiltshire
SN38 1NW

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