

Mortgage Payment Protection Insurance

**Important information
including your Policy Summary**

Please read this and the policy document carefully because you alone are responsible for deciding whether this insurance meets your demands and needs



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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.

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 or 24 months if you are unable to work because of accident, sickness or unemployment or if you leave work to become a carer, depending on the benefit option you choose. Details of the cover you have chosen 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,
- have been in work for at least the last 6 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),
- live permanently in the United Kingdom (England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man),
- have a Nationwide mortgage.

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.

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

If you are unable to work for more than 30 or 60 days in a row (the waiting period), we will pay 1/30th of your percentage of the monthly benefit you have chosen for every further day you are off work, up to a maximum of either 12 or 24 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 or 24 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:

If you have 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

If you have 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 60 days of the policy (this is reduced to 30 days if cover commenced at the completion date of your new mortgage)
- 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 Carer's Allowance or are notified of receipt of Carer's Allowance within the first 60 days of the policy (this is reduced to 30 days if cover commenced at the completion date of your new mortgage).

How long does my Mortgage Payment Protection Insurance run for?

Your cover will remain in force for 12 months and will automatically be renewed unless you request differently as long as you have a Nationwide mortgage agreement, but it will end when you reach 65 or when you no longer have your mortgage. The policy is designed to cover your minimum monthly mortgage repayment so you should review your monthly benefit on an annual basis to ensure that your monthly repayments and any regular monthly outgoings that you wish to include are adequately covered. The premium is reviewable and we may change the rate or terms and conditions of the policy by giving you 30 days' written notice prior to your renewal date.

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

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 the day on which you receive your policy documentation, whichever is the later. If you cancel within this period you will receive a full refund of any premiums paid. A full explanation of your cancellation rights can be found in your policy document.

You may cancel this policy at any time after this period by giving 30 days' written notice to Nationwide.

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.

Your circumstances will change over time. To ensure you are adequately covered you must regularly review your insurance needs and inform Nationwide of any changes you wish to make. Your premium may increase if you require additional cover, so your other financial commitments must also be taken into account.

You should consider any existing insurance that you may have. If you have existing cover and want to change to Nationwide's mortgage payment protection insurance 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 you do not fully understand this product you should not proceed with your application until your queries have been resolved.

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 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 for life assurance, pensions, unit trusts, insurance and regulated mortgages.

Nationwide Building Society, Nationwide House, Pipers Way, Swindon SN38 1NW.

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

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, Portsoken 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.

Nationwide Building Society

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