



# Family Life Insurance Plan

## Key Features

This is an important document, which you should keep safely in case you need to refer to it later



This is an important document which you should retain

## **About Nationwide**

The Family Life Insurance Plan provided by Legal & General is brought to you by Nationwide Building Society. Purchasing this product does not confer membership rights in Nationwide Building Society.

Nationwide will not provide you with any advice or recommendation as to the suitability of this insurance product. If you have any doubt about the suitability of this product, you should ask an independent financial adviser on 0800 085 3250. Calls may be recorded.

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 FSA registration number is 106078. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

Nationwide Building Society Head Office is, Nationwide House, Pipers Way, Swindon SN38 1NW. The EEA Home State of Nationwide Building Society is the United Kingdom.

## **About Legal & General**

The Legal & General Group, established in 1836, is one of the UK's leading financial services companies. Over 6.5 million people rely on them for life assurance, pensions, investments and general insurance plans. The Legal & General Group is responsible for investing £280 billion worldwide (as at 31 December 2008) on behalf of investors, policyholders and shareholders.

# Section 1

## Important information

The Financial Services Authority is the independent financial services regulator. It requires us, Legal & General, to give you this important information to help decide whether our Family Life Insurance Plan is right for you. You should read this document carefully so that you understand what you are buying, and keep it safe for future reference.

**This key features document provides a summary of the Family Life Insurance Plan. The full details and conditions are provided in the policy document. You are wholly responsible for deciding whether the Family Life Insurance Plan meets your demands and needs. If you decide you'd like to apply, you will need to complete an application form accurately.**

### 1. Its aims

The policy aims to provide your chosen monthly benefit, if you die during the policy term.

Legal & General do not ask any medical history questions on the application form. However, if you die during the first five years of the policy term from any illness, injury or condition which is contributed to or caused by one of the listed exclusions in the 'What are the exclusions in the first five years?' section, Legal & General will not pay out the monthly benefit. They will instead make a one off payment equal to all the premiums you have paid up until the date of death. Please ensure that you read the exclusions carefully so that you fully understand what you are and are not covered for in the first five years of the term.

The monthly benefit is paid from the date you die up until the 21st birthday of your youngest child as identified on the application form.

### 2. Your commitment

You must pay the chosen premium by direct debit every month, except for the last 12 months of the full policy term, when no premiums are payable.

### 3. Risks

The policy carries the following risks:

- If you stop paying your premiums, your cover will end 30 days after the last premium was due. Your policy will be cancelled and no further benefits will be payable. (This does not apply to the last 12 months of your policy).
- Legal & General won't pay out the monthly benefit if your death is contributed to or caused by one of the listed exclusions in the 'What are the exclusions in the first five years?' section.
- Legal & General won't pay out in the circumstances described under the 'When will the policy not pay out?' section.
- The policy has no cash in value at any time during or at the end of the term.
- The present tax treatment of the policy's benefits may change.
- If the policy is not placed in trust, the proceeds may not reach those who you intend to benefit. You can help to ensure your family gets the benefits from your Family Life Insurance Plan by completing a trust form.
- If you die within the first five years, Legal & General will check your medical history, which may delay the payment of benefit.
- The value of the monthly benefit may be reduced over time owing to the effects of inflation.

## Section 2

# Your questions answered

**Full details including the policy exclusions are in the policy schedule.**

### **How does the Family Life Insurance Plan work?**

If you wish to apply for a single life policy to cover yourself only, you can select a monthly benefit on the application form depending on your needs. If you require a joint life policy to cover you and another person please ask for a quote in branch or visit [www.nationwide.co.uk/insurance](http://www.nationwide.co.uk/insurance)

You select a monthly benefit depending on your needs and whether you require a single life policy to cover yourself or a joint life policy to cover you and another person.

If you've a joint life policy then Legal & General will pay the benefit when the first of you dies. After that the plan will end.

Please see the 'Risks' and 'When will the policy not pay out?' sections.

**Remember to help ensure that the benefits from this policy go to your nominated beneficiaries, you can place this policy in trust by completing a trust form.**

You must pay all premiums to keep your cover in force.

### **What happens if I die more than five years after the policy starts?**

If you die more than five years after the policy start date, Legal & General will pay the monthly benefit regardless of the cause of death.

Legal & General will continue paying the monthly benefit until the 21st birthday of the youngest child as identified on the application form.

### **What happens if I die during the first five years of the policy?**

If you die during the first five years of the policy Legal & General will pay the monthly benefit as long as you do not die from any illness, injury or condition contributed to or caused by one of the listed exclusions.

If you die during this period and one of the listed exclusions does apply then Legal & General will not pay out the monthly benefit. Instead, they will make a one off payment equal to all the premiums you have paid up until the date of your death.

Once this benefit is paid, the policy will end and no further benefits will be payable.

### **What are the exclusions in the first five years?**

Legal & General will not pay out the monthly benefit if you die in the first five years of the policy and your death was contributed to or caused by any of the following listed exclusions:

- a. An illness, injury or condition which you already knew about before the policy started. Legal & General will ignore any illness, injury or condition from which you had fully recovered and for which you had no symptoms, medical advice, medication, treatment, monitoring or investigation in the two years immediately before the policy started.
- b. An illness, injury or condition diagnosed after the policy started for which you had symptoms in the two years immediately before the policy started.
- c. Intentional self-inflicted injury or suicide.
- d. Alcohol abuse or solvent abuse or the taking of drugs other than under the direction of a registered medical practitioner.
- e. War, including an undeclared war, civil war or military action.

## When will the policy not pay out?

### Legal & General will not pay a claim if:

- The policy has been cancelled due to non payment of premiums.
- A claim is made and the person or persons making the claim don't truthfully provide all the information Legal & General ask for.
- You were not eligible for cover.
- You die in the first five years from an illness, injury or condition contributed or caused by one of the listed exclusions. If this is the case, Legal & General will instead make a one-off payment equal to all the premiums you have paid up until the date of your death.

## Are there any medical questions in the application form?

No, Legal & General do not ask for any medical history or ask you to have a medical examination before they accept your application.

If you die in the first five years of the policy and a claim is made, Legal & General will contact your doctor to confirm your medical details and the circumstances surrounding your death. This is to see if any of the listed exclusions apply. Legal & General will have to go through these steps before they can pay out any claim.

## When will the policy start?

The cover provided by the policy will start when Legal & General have received and processed your completed application form and the first premium has been paid.

The policy start date will be provided in the policy schedule, which will be sent to you when the policy is issued.

## How long does the policy last?

The policy will last until the 21st birthday of your youngest child as identified on the application form. Therefore the term of the policy will never be more than 21 years.

At the end of the term, no benefits will be payable and your policy will end.

The minimum term of this policy is six years. This means that when you take out the policy, your youngest child will need to be 14 years of age **or less**; or have their 15th birthday on the start date of the policy.

## Who can the policy cover?

You can apply for the policy to cover:

- you alone; or
- you and your spouse or registered civil partner or another person's life provided that, should either one of you die, the other person will suffer financial loss.

You are eligible for cover if you or both (if this is a joint policy) of you:

- are over 18 and apply before your 45th birthday;
- have been a UK resident for two years or more and will still be a UK resident at the time of applying, (UK resident means you live in the UK, and are here for at least 183 days in a tax year); and
- have a child who has not passed their 15th birthday before the policy starts.

If the policy covers two people, it will only pay out when the first of you dies. No further benefit will be payable.

## **Can I increase or decrease the monthly benefit later on?**

No, you can't increase or decrease the monthly benefit on this policy.

However, if you want to increase the total monthly benefit or have a longer period of cover, for example you have more children, you can take out a new policy. This is provided that Legal & General still offer the Family Life Insurance Plan through Nationwide and you are still eligible to apply. The terms and conditions will be the terms and conditions on offer at that time.

The sum total of all your Family Life Insurance Plans, whether single life or joint life policies, must provide no more than £1,000 of monthly benefit. If you take out more than one Family Life Insurance Plan, Legal & General may be able to lower the monthly premium on your new policy, provided you don't cancel your existing policy. Please note that the listed exclusions will apply to your new policy for the first five years of its term. Please contact the Legal & General helpdesk 0370 010 4080 if your needs or circumstances change. Legal & General may record and monitor calls. Call charges will vary.

## **Will my premiums ever increase or decrease?**

Your premium is guaranteed to stay the same throughout the term of this policy. If the policy is kept until the end of the full policy term, Legal & General won't collect premiums in the last 12 months of the policy.

## **What are the charges?**

The premium payments include all the costs of administration, claims and selling expenses. There are no extra charges on this policy.

## **What if I am not sure whether this product is suitable for me?**

In this key features leaflet, Legal & General are not advising you on this product. Legal & General are not giving any opinion on the adequacy of the cover that is available and you will need to carefully consider whether the level of cover that this product can provide is adequate for your circumstances.

Legal & General provides a selected range of products through Nationwide. If you would like advice on your protection needs, Nationwide can arrange an appointment for you with one of their fully qualified Senior Financial Consultants. Although please note that they will not be able to provide you with advice on whether the Family Life Insurance Plan is suitable for you.

## **Can I get an alternative product?**

If you are willing to provide detailed information about your health and lifestyle, and potentially to go for a medical examination, if needed, an alternative product may be available. The alternative product may not have exclusions during the first five years of the term. For example, an alternative product may provide you with a higher amount of cover for the same premium and/or a longer term of cover. An alternative product may also be available at a lower premium. A Nationwide Senior Financial Consultant can discuss with you the products provided by Legal & General that could suit your needs.

## **How to make a claim?**

If a claim is made, please write to Legal & General at:

Claims Department,  
Legal & General Assurance Society Limited,  
City Park, The Drove Way, Hove, East Sussex BN3 7PY.

When Legal & General receive notification of a claim they will send out a claim form to be completed and returned to them. Legal & General will then consider the claim.

Legal & General will ask for certificates or other evidence as required, for example, a death certificate, marriage certificate, registered civil partnership certificate or extract from medical records.

## Section 3

# Further information

### **Your cancellation rights**

After Legal & General have accepted your application, they will send you a notice of your right to cancel. By law Legal & General must send you this notice. Legal & General then give you 30 days to change your mind about starting the policy. If you do change your mind, you need to send the notice back to them at: Life Premium Collections - Cancellations, Legal & General Assurance Society Limited, City Park, The Drove, Hove, East Sussex BN3 7PY and they will then cancel the policy. If you do this, Legal & General will refund any premiums you have paid.

If you don't take this opportunity to cancel, and you want to do so at a later stage, you won't get any money back. If you do want to cancel at a later stage, please write to the address above.

### **Tax**

The monthly benefit, as described in the 'Its aims' section, is an instalment of capital and so is free from Income Tax. It's also free from Capital Gains Tax. However, for life assurance, as Legal & General pay the proceeds after the death of an insured person, Inheritance Tax may be due. You may be able to avoid Inheritance Tax by using an appropriate trust. Help to ensure your family gets the benefits from your Family Life Insurance Plan, by completing a trust form or ask Legal & General for more details. The Government may change the tax position described above in the future.

### **Law**

This contract is governed by English law.

### **Language**

Legal & General will communicate in English throughout the term of this contract. The terms and conditions and all communications will only be available in English. All communications from us will normally be by letter or telephone.

### **Regulator**

Legal & General Assurance Society Limited is authorised and regulated by the Financial Services Authority. Legal & General are entered on their register under number 117659. You can check this at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register), telephone them on 0845 606 1234 or write to them at: 25 The North Colonnade, Canary Wharf, London E14 5HS.

### **Complaints**

If you wish to complain about any aspect of the service you have received from Legal & General, or you'd like Legal & General to send you a copy of their internal complaint handling procedure, please contact the Legal & General helpline on 0370 010 4080.

Legal & General may record and monitor calls. Calls charges will vary. Alternatively, you can write to them at: Complaints Department, Legal & General Assurance Society Limited, Knox Court, 10 Fitzalan Place, Cardiff CF24 0TL.

If you remain dissatisfied, you can complain to:  
The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.  
Telephone: 0845 080 1800  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Making a complaint will not affect your legal rights.

## **Compensation**

The Financial Services Compensation Scheme covers the policies issued by Legal & General.

You may be entitled to compensation from the scheme if Legal & General cannot meet their obligations. This depends on the type of business and the circumstances of the claim.

The Financial Services Compensation Scheme may arrange to transfer your policy to another insurer, provide a new policy or if these actions are not possible, provide compensation.

For protection products the first £2,000 of a claim is protected in full. Above this amount, the scheme covers payment to 90% of the value of a policy.

You can get more information from the Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, 1 Portoken Street, London E1 8BN.  
Telephone: 020 7892 7300 Email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) Website: [www.fscs.org.uk](http://www.fscs.org.uk)

### **Please note**

This leaflet is a guide to Legal & General's Family Life Insurance Plan and is based on their current understanding of current laws and tax rules. Further details are given in the policy schedule and the policy document, which is the legally binding contract between you and Legal & General. You should get expert advice about the legal and tax information in this leaflet.



#### **The Direct Debit Guarantee**

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- If an error is made in the payment of your Direct Debit, either by Legal & General Assurance Society Limited or by your Bank or Building Society, you are entitled to a full and immediate refund from your bank branch. Simply contact your Bank or Building Society to arrange a refund or, if you prefer, contact Legal & General and they shall arrange to repay you direct.
- You can cancel a Direct Debit at any time by simply contacting your Bank, Building Society or Legal & General. Written confirmation may be required.
- If there are any changes to the amount, date or frequency of your Direct Debit, Legal & General will notify you in advance of your account being debited; this will be five working days or as otherwise agreed.
- If you request Legal & General to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

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Legal & General Assurance Society Limited  
Registered in England No. 166055  
Registered office: One Coleman Street, London, EC2R 5AA  
This is also our head office in the United Kingdom

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