



Key Features of the PULSE “Harbour” 10 year Term Life and Accidental Death Insurance Policy

Introduction

This Key Features document sets out the main issues you should consider before buying this policy. It explains what the product is, how it works and the risks involved. It should be read in conjunction with the indicative terms and proposal form provided to you. We recommend that you seek independent financial advice if you have any questions or doubts on the suitability of this policy for you

Description of the policy

This policy covers death resulting from illness or accident and has been designed specifically for individuals who have been diagnosed as having an HIV infection, but are not suffering from AIDS.

This policy is only available to residents of the United Kingdom.

Its aim

To help protect your dependents against financial problems in the event of your death during the period of the policy by paying either:

- a guaranteed basic lump sum of £10,000 should you die as the result of an illness or bodily injury, or
- a guaranteed enhanced lump sum determined by you at the commencement of the policy should you die as the result of bodily injury.

Your commitment

- To provide accurate and complete answers to the questions on the Proposal Form and to complete a Direct Debit Mandate.
- To inform us immediately of any changes to the information given on the Proposal Form before the commencement of your policy.
- To pay a regular monthly premium by Direct Debit.
- To notify us during the period of the policy of any change to your address.
- You may need to review and update this policy periodically to ensure that it remains accurate and appropriate to your needs.

Risk Factors

- If you fail to pay your premiums within 15 days of the date they are due, the policy will lapse and no lump sum will be payable if you die.

- No premiums will be refunded if the policy is cancelled.
- The effects of inflation could reduce the purchasing power of the lump sum payable.
- WARNING - this policy has no cash-in value at any time.
- The terms of the policy cannot be altered once it has commenced.
- If you fail to disclose material information we have the right to withhold payment of the lump sum.
- This policy does not cover death in any way caused or contributed to by the Life Insured's wilful self-injury, suicide, attempted suicide, or deliberate exposure to exceptional danger (except in the attempt to save human life).

Questions and answers about the PULSE "Harbour" 10 year Term Life and Accidental Death Insurance Policy

How do I apply?

Complete the attached Proposal Form and Direct Debit Mandate and forward these either to your financial adviser or direct to PULSE at the address below.

What are the minimum and maximum ages that I can apply for this policy?

18 and 64.

What is the definition of "Illness"?

Illness means sickness or disease of the Insured which occasions the death of the Insured during the period of the insurance.

If I develop AIDS and die or die of an AIDS-related illness, such as pneumonia once the policy has started, will the lump sum be paid?

Yes, unless your medical records show that when your application was accepted, you had been advised that you were suffering from AIDS and failed to disclose this.

What is an "Accident"?

Accident means a sudden, unexpected, unusual, specific event which occurs at an identifiable time and place during the period of the insurance.

Accident shall also include:

- a) exposure resulting from a mishap to a conveyance in which the Insured is travelling;
- b) if the Insured disappears during the period of the insurance and his body is not found within one year after his disappearance, and

sufficient evidence is produced satisfactory to the Underwriters that leads them inevitably to the conclusion that he sustained Bodily Injury and that such injury caused his death, the Underwriters shall forthwith pay the death benefit under the insurance provided that the person or persons to whom such sum is paid shall sign an undertaking to refund such sum to the Underwriters if the Insured is subsequently found to be living.

What is "Bodily Injury"?

Bodily Injury means identifiable physical injury which:

- a) is sustained by the Insured during the period of the insurance,
- b) is caused by an Accident, and
- c) solely and independently of any other cause, except Illness directly resulting from, or medical or surgical treatment rendered necessary by such injury, occasion the death of the Insured within twelve months from the date of the Accident.

What medical information will you require?

A medical report may be requested from health professionals who have looked after you.

The Proposal Form includes a table showing the premium payable for each sum assured. Can these figures change?

Yes. These figures assume that you have been diagnosed with HIV and have no other health issues. If you do have other health issues, then underwriters may be prepared to offer either a higher premium or lower sum assured. In some cases, they may be unable to offer any cover.

Will the premiums ever increase?

No. Once your application has been accepted, the premium payable on commencement is guaranteed for the period of the policy.

What will happen if I miss a premium?

We will write to you at your last known address and advise you that the premium we were due to collect by Direct Debit has been returned unpaid by your bank. We will set out the procedure for bringing your payments up to date and **this will** include an offer to spread the missed payment over the next three months. **If you are unable to keep paying the premiums, the policy will be cancelled and cover will cease. There is no financial penalty payable.**

Can I increase the lump sum payable on death?

You can increase the lump sum payable as a result of an accident up to a maximum of £200,000. You will need to complete a new proposal form which you can request from your financial adviser or from PULSE at the address below. However, the sum assured can never exceed £10,000 for death as a result of illness and £200,000 for death as a result of bodily injury.

Can I reduce the lump sum payable on death?

If you find that the premium you are paying is too high or your need for cover changes, you can reduce the lump sum payable. You should write to us at the address below and advise how much you wish to pay each month. We will then collect the lower amount each month and send you an amendment to your policy showing the new lump sum payable. If you subsequently decide you can afford to pay a higher premium, we will send you a Declaration of Health to complete and insurers will decide if they can agree to your request.

Can I extend the period of the policy?

No. The policy term cannot be extended.

Can I cancel the policy without incurring any cost?

You have a statutory right to cancel this policy within 14 days from the date of concluding this contract. **If you cancel the policy after 14 days, you will be liable for the first month's premium.**

How do I cancel my policy?

By writing to PULSE at the address below and notifying your bank to cancel the Direct Debit Mandate provided at the commencement of the policy.

What fees or charges do I have to pay?

These are included in the monthly premium and comprise commission which may be shared between PULSE and your financial adviser and an administrative fee which is retained solely by PULSE. No other fees are payable to PULSE.

Your adviser will give you details about the cost. The amount will depend on the size of the premium and the length of the policy term.

What happens should I die during the period of the policy?

The person looking after your affairs should contact us at the address below. We will require copies of your birth certificate, death certificate and Grant of Probate to enable us to pay the lump sum to your estate.

How do I contact PULSE?

You may contact PULSE in the following ways:

In writing to PULSE, PO Box 4815, Tincleton, Dorchester, Dorset DT2 8WA

By telephone on 01280 850666

By e-mail to admin@pulse-on-line.com

Further information

Regulator

Professional Underwriters for Life and Special Expenses Limited (PULSE) is authorised and regulated by the Financial Services Authority. Our FSA Register number is 308626. The FSA is the independent watchdog that regulates financial services.

Our permitted business is arranging general insurance contracts. 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.

Insurer

The policy is issued by PULSE on behalf of Kiln Life Syndicate 308 at Lloyd's. The address of Kiln Life Syndicate 308 is:

R J Kiln & Co. Limited, 106 Fenchurch Street, London, EC3M 5NR.

Money Laundering Regulations

If your premium is £50 or more each month, we will require you to provide us with additional information to prove your identity.

Complaints

If you wish to make a complaint concerning this policy you should write to:

The Managing Director, PULSE, PO Box 4815, Tincleton, Dorchester, Dorset DT2 8WA

If you cannot settle your complaint with us, you may refer it to Lloyd's Complaints Department, 1 Lime Street, London EC3M 7HA.

If your complaint remains unresolved, you may be entitled to refer it to The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone no. 0845 080 1800.

These arrangements for the handling of complaints are entirely without prejudice to a complainant's rights in English law, and you are free at any stage to seek legal advice and take legal action.

Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, 7th Floor, Lloyd's Chambers, Portsocken Street, London E1 8BN and on their website: www.fscs.org.uk.