

Key Features of New Parent Free Life Cover

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The Financial Services Authority (FSA) is the independent financial services regulator. It requires us, Aviva, to give you this important information to help you decide whether our New Parent Free Life Cover is right for you. You should read this document carefully so that you understand your plan and keep it safe for future reference.

Its aims

- To pay a lump sum of £10,000 if you die on or before your child's first birthday.

Your commitment

- To make sure you answer all the questions on your application correctly to the best of your knowledge. Failure to do so may result in the non-payment of a claim.
- To provide your signed consent and verification of your identity if required by us to administer your plan.
- To answer three survey questions as part of your application.

Risks

- This plan has no cash-in value at any time.
- If you don't provide any information we ask for, we may not pay out under the plan.
- If you stop living in the UK, your plan will end.

Questions and answers

What is New Parent Free Life Cover?

- It is a life insurance plan that pays out £10,000 if you die on or before your child's first birthday.
- You can only take out the plan on your own.
- You can take out this plan if you are a new parent aged 18 to 66.
- You can only take the plan out once the child has been born and before they are six months old.
- The plan will expire on the child's first birthday.
- You can only take out one plan for each child.

How flexible is it?

- This plan is not designed to be flexible. You can't alter the plan once it's started.
- If you need more life insurance you will need to take out a new policy for the amount required.

When does the plan pay out?

- We'll pay out £10,000 if you die on or before your child's first birthday.

What happens to my plan if my child dies before their first birthday?

- This plan provides cover on your life so it will continue until the original end date.

What other benefits can I choose?

- You can't choose any other benefit with this plan.

When will the plan not pay out?

- The plan will not pay out if you commit suicide.
- The plan will not pay out if you die as a result of a HIV-related illness, non-prescribed drug abuse or if it is related to or caused by a history of alcohol excess.
- Full details of the exclusions can be found in section 1 of the plan conditions.

What happens if I stop living in the UK?

- Your plan will stop.

What about tax?

- The cash sum paid on death is currently free from income tax and capital gains tax.
- It may be subject to inheritance tax.
- Tax rules may change.

Can I change my mind?

- You can cancel your plan at anytime by writing to us at:
Aviva
PO Box 520
Surrey Street
Norwich
NR1 3WG
- If you don't cancel the plan, it will continue.

How to contact us

- Remember that your financial adviser, if you have one, will normally be your first point of contact.
- If you have any questions at any time, you can phone or write to us.
- Call us on 0800 158 3493

Monday to Friday 8.30am - 5.30pm

Outside of these hours, you can use the same number and leave a message on our answerphone. We may monitor calls to improve our service.

- Write to us at:

Aviva
PO Box 520
Surrey Street
Norwich
NR1 3WG

How to make a claim

- You can make a claim by contacting our Life Claims Department on 0800 015 1142 or 01904 723 520. Lines are open Monday to Friday between 9.00am and 5.00pm.

Other information

How to complain

- If you ever need to complain, first write to us at the above address. If you're not satisfied with our response, you can complain to:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Tel: 0845 080 1800

This won't affect your legal rights.

Plan conditions

- This Key features document only gives a summary of our New Parent Free Life Cover. You should also see the plan conditions.
- We won't be liable to pay any benefit until you've completed the application process and we've confirmed your plan has started.

Law

- The law of England will apply in legal disputes and your contract will be written in English. We'll always write and speak to you in English.

Client classification

- The FSA have defined three categories of customer. You have been treated as a 'retail client', which means that you will be provided with the highest level of protection provided by the FSA rules and guidance.

Compensation scheme

- We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations, the owner of the plan may be entitled to compensation under the scheme. For this type of plan, the scheme covers the first £2,000, and covers at least 90% of any value above that. For further information, see www.fscs.org.uk or telephone 020 7892 7300.

Plan conditions

New Parent Free Life Cover provided by Aviva

1. Life insurance amount

- a. The life insurance amount will be payable to the planholder or the planholder's estate on the death of the life insured provided this occurs on or before the end date.
- b. The life insured must not have received any medical treatment for cancer (including leukaemia and lymphoma) within the previous 12 months of the application date.
- c. The life insured must not have received a positive diagnosis of HIV infection at the date of application.
- d. No benefits under this plan will be payable where the death of the life insured is as a result of:
 - suicide
 - related to or caused by a history of alcohol excess
 - non-prescribed drug abuse
 - HIV-related illness.
- e. In the event of a value claim, the planholder or the planholder's estate will receive the life insurance amount as specified in the Certificate of Cover.
- f. The life insurance amount will only be payable on one occasion and upon payment the plan will end.

2. Payment of benefits

- a. The payment of any benefit will be subject to us receiving such proof as we may reasonably require of:
 - the happening of an event on which any benefit is payable
 - the claimant having legal ownership of the plan
 - the date of birth of the life insured and the child
 - the relationship between the life insured and the child named on the Certificate of Cover
 - the life insured residing in the United Kingdom
 - our completed claim form
 - conversations with and reports from third parties, such as doctors, coroners and the police, and such other information as we may reasonably require to enable us to assess the claim.

3. Residence

This plan is only available to people who reside in the United Kingdom. If the life insured ceases to reside in the United Kingdom, the plan will end.

4. Surrender

If the plan is surrendered by the planholder, we will make no payment and the plan will end.

5. Alterations

- a. If the date of birth of the life insured or child has been incorrectly stated, we will amend the benefits having regard to the true date of birth. If the true date of birth is such that, had it been known to us at the time the plan was proposed for, the life insured or child would have fallen outside of the prescribed age limits to be eligible for the plan, then the plan cannot continue. In such circumstances, the plan would need to be cancelled with no benefits payable.
- b. We rely on the information that the planholder gives to us. If any of the information the planholder gives to us is not true or not complete and this might reasonably have affected our decision to provide this plan, then we may:
 - change the terms of the plan; or
 - cancel the plan.
- c. We will only permit one plan per parent per child. In the event of multiple plans being issued to the same parent in respect of the same child, we will only treat the first plan issued as being valid.

6. Acceptance of instructions

Any instruction, request or notice will not be accepted by us until both it and any related information and documentation as reasonably required to administer the plan that we may ask for is received by us. This may include the planholder's signed consent and verification of identity.

7. General

- a. Ownership of the plan may not be transferred to someone else (an assignment).
- b. In these plan conditions, the 'planholder' means the person specified as such in the Certificate of Cover or their successors in title.
- c. In these plan conditions, 'we', 'us' or 'our' means Aviva Life and Pensions UK Limited.
- d. The Certificate of Cover records details of the plan at the start date. Any alteration resulting in changes to the benefits may not be reflected on the plan. In the event, such changes will be recorded by us.
- e. Where appropriate, words in the masculine include the feminine and words in the singular include the plural and vice versa.
- f. This plan does not give any rights to any person other than the planholder and Aviva Life and Pensions UK Limited. No other person shall have any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on any terms under this plan. The planholder and Aviva Life and Pensions UK Limited may amend or cancel this plan without reference to, or the consent of, any other person.
- g. The plan is issued in England under English Law. All payments to us or by us will be in the United Kingdom in the currency of the United Kingdom.

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about our insurance services



Aviva Life Services UK Limited
2 Rougier Street, York, YO90 1UU

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers.
- We only offer our own products for life insurance, decreasing term, level term and new parent free life cover.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us for life insurance, decreasing term, level term and new parent free life cover. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for our services?

- A fee.
- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Aviva Life Services UK Limited, 2 Rougier Street, York, YO90 1UU which is authorised and regulated by the Financial Services Authority. Aviva Life Services UK FSA Register number is 145452.

Aviva's permitted business is advising on and arranging insurance.

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.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

...in writing Write to Customer Relations, Aviva Life and Pensions UK Limited, PO Box 3182, Norwich, NR1 3XE.

...by phone Telephone 08000 686 800.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the 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.

Further information about compensation scheme arrangements is available from the FSCS.
