

# The Key Features of The AXA Protection Account

## Life Protection covers only

*The Financial Services Authority is the independent financial services regulator. It requires us, AXA Sun Life plc, give you this important information to help you to decide whether our Protection Account is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.*

*This document gives you information about the types of cover and options available through the AXA Protection Account. Please read it with your Quotation, which shows the amount you would be required to pay for the covers you have selected. This Key Features document relates to AXA protection covers only and not other protection covers that may be recommended by your Adviser.*

*This document sets out the main points about the AXA Protection Account. It does not include all the definitions, exclusions, terms and conditions. Full details about your AXA Protection Account will be sent to you once your AXA Protection Account has started.*

### Its aims

- To provide a convenient 'account' that brings together different protection covers in one place. According to the covers you choose this may provide:
  - a lump sum if you die, suffer a terminal or specified critical illness or injury, or undergo a specified surgical procedure during the length of cover;
  - a regular monthly amount to protect your income if, during the length of your cover, you become unable to work due to an illness or injury; and
  - protection for your payments for selected covers.
- To provide you with the amount of cover you choose, for the period you require.
- To let you add, remove or adjust different covers as your needs change, depending on the covers provided by AXA at the time.

### Your commitment

- You need to:
  - ensure that the type, level and length of cover you select is appropriate for your needs;

**give full and true answers to all questions to the best of your knowledge. If you do not do so, your insurance may not protect you in the event of a claim;**

**tell us about any change in your circumstances e.g illness, disability or accident that happens between completing the application form and your AXA Protection Account starting;**

- make regular payments for the duration of your covers;

**understand the exclusions and restrictions that apply to the covers you select; and**

- increase your payments each year where you have chosen increasing cover levels.
- The amount you need to pay for your cover could increase if you alter your cover or select increasing or reviewable options. Please see the individual cover sections for further details.
- When you want to make a claim, you must tell us as soon as possible. Certain covers have set timeframes within which AXA needs to be contacted. If these apply, they

will be detailed in the 'When do I need to tell AXA about a claim?' section for each relevant cover.

- You should review and update the covers in your AXA Protection Account regularly to ensure that they remain appropriate for your needs.
- You must provide all information we require to process your claim. If you do not do this it may mean that the claim may not be paid.

### Risk factors

- If you do not provide full and true answers to the best of your knowledge on your application form, or tell us about changes in your circumstances between completing the application form and your AXA Protection Account starting or when you claim, we may not pay your claim.
- The AXA Protection Account and its covers do not have a cash-in value at any time. They will only pay out if events that are covered happen.
- Cover is not automatic and is subject to underwriting and acceptance. If we are unable to offer acceptance at standard rates we will contact you with details of cover available and a revised Quotation, or with reasons why we cannot provide you with cover.
- If payments are not made when due, your cover will stop.

**There are some situations where we are unable to pay a claim. Please see the 'What will stop the cover paying out?' sections for each cover. Any specific exclusions are also shown in your Cover schedule.**

- If you choose cover on a reviewable basis, you may need to increase your payments in the future. Please see the relevant individual cover sections for further details.
- Inflation may, over time reduce the value of any benefits payable. Please see the relevant individual cover sections for further details.
- The present tax treatment of the covers may change.
- Cancelling, replacing, or amending covers taken out prior to April 2007 that contain the previous ABI Critical Illness model definitions may result in you not being able to obtain the same level of cover - please check with your financial adviser if you require further information.

Risks that apply to specific covers will be clearly shown in a box in the relevant sections.

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Please read the sections relevant to the covers you have selected as part of your AXA Protection Account.

# AXA Protection Account at a glance

*The AXA Protection Account enables you to put the protection covers you need in one place.*

*You can tailor the covers to suit your needs at a particular time, then adapt them as your life changes. Of course, all covers are subject to acceptance terms.*

The covers available are:

- **Life Cover**
- **Critical Illness Cover**
- **Life or Earlier Critical Illness Cover**
- **Income Protection Cover**
- **Mortgage Income Protection Cover**
- **Payment Protection Cover**
- **Total and Permanent Disability Cover (only available when Critical Illness Cover selected)**

Your Quotation will show the covers you have selected.

More information about each cover is given in the following sections of this document. You should also read the 'Further Information' section on page 23.

The AXA Protection Account is available to people who, at the start of their AXA Protection Account, are living in England, Scotland, Wales or Northern Ireland and are aged 18 or over.

Certain covers are affected by becoming resident outside of these countries, please see the individual cover sections within this Key Features.

## **Once my AXA Protection Account starts can I make any changes?**

You can make changes to your account, for example increasing or decreasing the amount of cover you have or changing the length of cover that you have selected.

The amount you need to pay will increase if you add to or improve the level of cover in your AXA Protection Account.

All changes are subject to the terms and conditions that apply at the time of the change. Some changes will require up-to-date information about your health, occupation or pastimes.

Other changes can be made without the need for us to ask further questions about your personal circumstances, including your health. These are called **Guaranteed Options** and allow you to alter your cover by increasing the amount of your cover if you:

- get married or enter into a Civil Partnership;
- have a baby, or adopt a child
- move home or make home improvements
- change your career or get a promotion.

You can change the length of your cover if you:

- move home or make home improvements

You can even split a joint cover into two single covers should you divorce, dissolve your Civil Partnership or separate after your cover begins.

Maximums apply to amounts and lengths of cover.

**Guaranteed Options** only apply to you if you are a person covered, you are aged 50 or under at the start of cover and have been accepted on standard terms at the start of your AXA Protection Account. Specific conditions apply to Guaranteed Options including the amount of cover and the timescale in which we must be notified of the change in your circumstances. This option cannot be exercised after the person attains age 56. More information about each option is shown in your **Cover details**.

### What will stop the covers from paying out?

This will depend on the types of cover chosen. Please see the 'What will stop the cover from paying out?' section for each of the covers you have selected for more information.

Your Quotation shows which covers will apply to you.

If you do not provide full and true answers to the best of your knowledge on your application form, or tell us about changes in your circumstances between completing the application form and your AXA Protection Account starting or when you claim, we may not pay your claim.

### Am I covered while my application is being processed?

When you apply for Life Cover, Critical Illness Cover or Life or Earlier Critical Illness Cover we will provide you with **Free Cover** providing you are a UK resident, under age 60 by the time we receive the application (for joint life covers you must be both under the age of 60) and are not making applications to other companies for similar cover.

Free Cover is a temporary arrangement while we process your application. The terms of the Free Cover vary according to if your application is mortgage related or not. For Free Cover, a mortgage related application is one that involves the purchase of a home.

### Non-mortgage related Free Cover

Free Cover starts as soon as we receive your completed application form and Direct Debit Instruction(s). Free Cover is provided until either your application is accepted on standard terms, we offer you alternate terms or we decline cover. If we offer you alternate terms, we will provide a further 14 days of Free Cover. If prior to accepting or declining your application we ask for more information to help us make our decision, we will provide up to 30 additional days of Free Cover from the date of requesting that additional information. If, following underwriting, any of the requested cover(s) are unavailable then Free Cover ceases in respect of that cover(s) upon notifying you of our underwriting decision.

### Mortgage related Free Cover

Free Cover starts as soon as we receive your completed application form and Direct Debit Instruction(s) and contracts have been exchanged (or in Scotland missives are concluded).

Free Cover will continue to apply until the later of the date on which AXA notifies you of the underwriting decision or your mortgage completes. If the underwriting decision is standard terms, Free Cover is extended, if necessary, until the completion date of the mortgage.

If the underwriting decision is NOT standard terms, Free Cover is extended for up to a further 14 days. It will be further extended, if necessary, until the completion date of the mortgage, provided AXA is notified of the acceptance of any special terms within the 14 days.

An overall maximum time period of 90 days applies to all mortgage related and non-mortgage related Free Cover, it is not contractually part of your AXA Protection Account. Free Cover also stops when your Account/Cover starts.

If you decide to apply for cover using the Tele-underwriting service, you have 21 days from submitting the application and direct debit in which to have your Tele-underwriting interview. If the interview has not taken place within 21 days, Free Cover will stop. If the application is for joint cover, both must have had their interview within the 21 day period.

If you select	Benefit
<b>Life Cover</b>	A lump sum is paid if a person applying for cover dies.
<b>Critical Illness Cover</b>	A lump sum is paid if a person applying for cover suffers a specified critical illness or injury, or undergoes a specified surgical procedure.
<b>Life or Earlier Critical Illness Cover</b>	A lump sum is paid if a person applying for cover dies; or suffers a terminal or specific critical illness or injury, or undergoes a specified surgical procedure – <b>whichever event happens first.</b>

The temporary Free Cover won't pay out if you commit suicide, intentionally harm yourself or if the claim is as a result of you participating in a hazardous pursuit (a definition of a hazardous pursuit is available from your Financial Adviser). The temporary Free Cover also won't pay out if the claim is related to any condition that you could reasonably have been expected to be aware of at the time of completing your application including conditions for which you have received advice or treatment from a medical practitioner; conditions which you should have been aware of before completing the application form; or symptoms which you had experienced which relates to a physical or mental condition.

For mortgage related applications evidence must be provided to confirm contracts had exchanged should a claim arise.

You will normally receive an amount equal to the level of cover being applied for.

The maximum amounts for Free Cover are £500,000 for Life Cover and £350,000 for Critical Illness Cover.

Terms and conditions apply.

### **Can I write my covers in trust?**

Life Cover and Life or Earlier Critical Illness Cover can be written in trust. This can be done when you apply for cover or while the cover is in force. Please see the relevant individual cover sections for more information.

### **Will I ever need more than one AXA Protection Account?**

Sometimes, for example for trust purposes, we will set up more than one AXA Protection Account for you. When we do this, you will receive a set of documentation for each AXA Protection Account.

### **What are the charges?**

There is an Account Fee of £2 per month. Regardless of the number of covers you select there is only one fee. In some instances, where multiple AXA Protection Accounts are set up the Account Fee will be waived on the second and subsequent accounts at AXA's discretion.

The Account Fee includes allowance for the provision of benefits and services such as the Assistance helplines. These helplines are provided by AXA Assistance UK Ltd and further details can be found in our 'AXA Protection Account Guide'. Your Financial Adviser can provide you with a copy.

The payments that you make cover the cost of providing the cover and also our charges and expenses, including any commission paid to Financial Advisers.

### **How much will I pay?**

Your Quotation shows the payments you need to make for the covers you have selected. Payments will need to be made by Direct Debit.

The payments are based on a number of factors, depending on the type of cover you select.

Typically, these factors will include the amount of cover you select, how long the cover will last, your age, your sex, your occupation, your pastimes, whether you smoke or not and your medical history.

Some covers offer you a choice of payment types:

- guaranteed premiums which are fixed for the length of cover (unless, for example, you increase the amount of your cover); or
- reviewable premiums which are subject to review and can change.

Please see the individual cover sections for more information.

Once your application has been assessed by our underwriters, your payment may increase depending on your personal circumstances. Any changes to the amount you pay will be agreed with you before your AXA Protection Account starts.

Any extra covers you add at a later date will increase the amount you need to pay.

### **Can I change my mind?**

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When your AXA Protection Account has been set up, we will send you a Cancellation Form along with the rest of the documents for your AXA Protection Account.

You can change your mind about the covers you have selected within 30 days of receiving this form.

Any payments you have made will be refunded providing you have not made a claim and your cover will then end.

If you decide that you want to cancel one or more of the covers in your AXA Protection Account, simply complete the Cancellation Form before the end of the 30 day period and return it to us at:

**AXA Protection Account  
AXA Sun Life plc  
PO Box 1810  
Bristol  
BS99 5SN  
United Kingdom**

Once the 30 day period is over, you can terminate your cover(s) at any time by writing to us. You will not normally receive a refund of payments made.

### **Non payment of premiums**

We reserve the right to cancel this policy immediately on written notice in the event of non payment of the premium or default if you are paying by instalments.

### **What if I stop paying?**

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You can stop paying monthly instalments for covers at any time but this will mean that your covers will stop. Cover will end **30 days** from the date that the last payment was due.

There is no cash-in value for any of the covers within the AXA Protection Account.

### **What will stop the AXA Protection Account from paying out?**

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There are certain circumstances where we will be unable to pay a claim, depending on the types of cover chosen.

The AXA Protection Account will not pay out if the cause of the claim is a standard exclusion, or a specific exclusion that you agreed to when accepting the terms of your AXA Protection Account.

Standard exclusions are outlined in this document under the sections 'What will stop the cover paying out?'. Specific exclusions will be shown in your Acceptance letter and Cover schedule. Please speak to your Financial Adviser if you have any questions or concerns.

You need to give full and true answers to all questions to the best of your knowledge. If you do not do so, your insurance may not protect you in the event of a claim.

For some benefits a specified definition must be met prior to a claim being payable.

You must tell us about any change in circumstances e.g. illness, disability or accident that happens between completing your application and your AXA Protection Account starting. If you do not, your claim may not be payable.

### **Who is the provider of my cover?**

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All covers are long-term and are underwritten by AXA Sun Life plc.

# Life Cover

## What is Life Cover?

Life Cover pays out a lump sum if during the length of cover you:

- die; or
- are diagnosed as suffering from a terminal illness which is expected to cause death within 12 months of diagnosis and before the cover is due to end.

The lump sum will be equal to the Life Cover and is payable only once – either on death or diagnosis of a terminal illness. The cover will then end. This applies whether one or two persons are covered.

If the Life Cover is written in trust, we will pay the benefit to the nominated trustees. For more details on writing this cover in trust, please see your Financial Adviser.

## What types of cover are available?

You can choose level, increasing or decreasing cover.

Where **level cover** is selected, the amount of cover will stay the same throughout the length of cover. Your payments will stay the same except if you change your cover.

Where **increasing cover** is selected, the amount of cover will increase on each anniversary of the start date of your AXA Protection Account, in line with the change in the Retail Prices Index (RPI) subject to a maximum of 10% in any year. Your payments will increase at 1.4 times the rate of increase in cover, e.g if RPI increases by 2.5%, your payments will increase by 3.5%.

We will write to you in advance to let you know your new level of cover and the new amount you will need to pay.

You can ask us to freeze the level of cover and payment at an AXA Protection Account anniversary so that it stops increasing. If you choose to do this, the value of the amount paid may be lower due to inflation. If you subsequently decide to add back these regular increases, we will need to collect new underwriting information.

Where **decreasing cover** is selected, the amount of cover will reduce each year on the anniversary of the start date of your Life Cover. The amount of cover is calculated to match the maximum amount outstanding on a loan in the next 12 months (based on a repayment mortgage and the interest rates shown on your Quotation). This is the basis regardless of the purpose of cover. (For example, if not taken out to cover a loan or mortgage.)

Your payments will remain the same throughout the length of cover.

Regular reviews of your cover with your Financial Adviser will ensure it remains appropriate for your changing needs.

## Does decreasing cover guarantee to repay my outstanding mortgage or loan?

No. The amount of cover will decrease in line with the amount outstanding under a repayment mortgage or loan assuming the interest rate shown on your Quotation. Depending on the covers you have selected, the cover will repay your outstanding mortgage or loan if you die or are diagnosed as suffering from a terminal illness before the cover is due to end, providing:

- the initial amount of cover was not less than the amount of the original mortgage or loan;
- mortgage or loan payments are kept up to date;
- the term of the mortgage or loan has not been extended;
- the length of cover is at least as long as the outstanding term of the mortgage or loan;
- any further mortgages or loans are separately covered; and
- the mortgage interest rate does not exceed that shown on your Quotation.

You should check interest rate increases regularly to ensure that your mortgage interest rate does not increase above the interest rate shown on your Quotation. If this happens you may not have sufficient cover. Please speak to your Financial Adviser if you have any questions.

**Are there any additional covers provided?**

Yes. The following cover is automatically included in your AXA Protection Account at no extra cost when you take out Life Cover.

What is the cover called?	Briefly, what is the benefit?
<b>Replacement Cover</b>	If you select joint cover from the outset and a claim is payable on one person's terminal illness or death, the Life Cover will end. Replacement Cover allows the non-claiming person to set up a new individual Life Cover without further underwriting.

**Are there any additional covers available that cost extra?**

Yes. You can take out Payment Protection Cover to make payments on your behalf if you are unable to work due to illness or injury. Please see the Payment Protection Cover section on page 21 for more details.

**How long will the cover last?**

This will depend on the cover basis you choose.

<b>Life Cover</b>	You choose the length of the cover – between 1 and 40 years.  Cover is available to those aged between 18 and 83 at the time the cover starts and must end before your 85th birthday.
<b>Life Cover 5 Year Renewable</b>	The length of cover is 5 years, but after each 5 year period you have the option to renew it for a further 5 years without any further underwriting providing the cover ends before your 70th birthday.  If you renew the cover, your payments will be recalculated based on your age and our terms and conditions at that time.  Cover is available to those aged between 18 and 64 at the time the cover starts.

### Can the payments change?

Your payments are guaranteed and will not change during the length of your cover. This applies unless you make any changes or select increasing cover, which is subject to automatic increases of the amount you need to pay.

Tax rules and rates can change and their impact depends on individual circumstances. The information shown here is based on our interpretation of current HM Revenue & Customs practice.

### What will stop the Life Cover from paying out?

There are no general exclusions.

In the case of a terminal illness claim, the definition of terminal illness must be met.

Any specific exclusions will be detailed in your Acceptance letter. They also appear in your Cover schedule in the section 'When we will not pay a claim' which is sent to you once your AXA Protection Account has started.

If you do not provide full and true answers to the best of your knowledge on your application form, or when you claim, we may not pay your claim. You must tell us about any change in circumstances e.g. illness, disability or accident that happens between completing your application and your AXA Protection Account starting. If you do not, your claim may not be payable.

### Do I need to tell you if I change my occupation?

No, once your account has commenced. Your cover will continue regardless of any change in your occupation.

### What about tax?

Life Cover is normally paid free of income tax and capital gains tax. On death, if it is paid to your estate it will normally be included in the value of your assets and may be subject to inheritance tax. This depends on your personal circumstances.

Current UK tax law and HM Revenue and Customs practice means you don't get tax relief on the amount you pay.

# Critical Illness Cover

## What is Critical Illness Cover?

Critical Illness Cover pays out a lump sum if during the length of cover you:

- survive for 14 days after diagnosis of a specified critical illness;
- are diagnosed as suffering from a terminal illness which is expected to cause death within 12 months of diagnosis and before the cover is due to end; or
- undergo a specified surgical procedure.

The lump sum will be equal to the Critical Illness Cover and is payable only once – either on diagnosis of a critical illness or a terminal illness. The cover will then end. This applies whether one or two persons are covered.

**We only cover the critical illnesses we define in our Cover details and no others.**

Cover is available to those aged between 18 and 64 when the cover starts and must end before the 70th birthday of the person(s) covered.

If the Critical Illness Cover is written in trust, the benefits will be paid out according to how the trust has been set up. For more details on writing this cover in trust please speak to your Financial Adviser.

## What critical illnesses are covered?

The complete list of conditions we cover is set out below. These headings are only a guide to what is covered. The full definitions of the illnesses covered and the circumstances in which you can claim are given in your Cover details. These typically use medical terms to describe the illnesses but in some cases the cover may be limited.

**We also recommend that you read our 'Critical Illness Guide',** which provides the full definitions of the critical illnesses covered together with information about how we will handle your claim.

• <b>Alzheimer's Disease</b> - resulting in permanent symptoms*
• <b>Aorta Graft Surgery</b> - for disease or traumatic injury*
• <b>Aplastic Anaemia</b> - of specified severity
• <b>Bacterial Meningitis</b> - resulting in permanent symptoms
• <b>Benign Brain Tumour</b> - resulting in permanent symptoms*
• <b>Blindness</b> - permanent and irreversible*
• <b>Cancer</b> - excluding less advanced cases*
• <b>Cardiomyopathy</b> - of specified severity
• <b>Coma</b> - resulting in permanent symptoms*
• <b>Coronary Artery by-pass grafts</b> - with surgery to divide the breastbone*
• <b>CJD</b> - resulting in permanent symptoms

• <b>Deafness</b> - permanent and irreversible*
• <b>Heart Attack</b> - of specified severity*
• <b>Heart Valve Replacement or Repair</b> - with surgery to divide the breastbone*
• <b>HIV infection</b> - caught in the UK from a blood transfusion, a physical assault or at work in an eligible occupation*
• <b>Kidney Failure</b> - requiring dialysis*
• <b>Liver Failure</b> - end stage
• <b>Loss of Independent Existence</b>
• <b>Loss of Hands or Feet</b> - permanent physical severance*
• <b>Loss of Speech</b> - permanent and irreversible*
• <b>Major Organ Transplant*</b>
• <b>Motor Neurone Disease</b> - resulting in permanent symptoms*
• <b>Multiple Sclerosis</b> - with persisting symptoms*
• <b>Paralysis of Limbs</b> - total and irreversible*
• <b>Parkinson's Disease</b> - resulting in permanent symptoms*
• <b>Pre-Senile Dementia</b>
• <b>Progressive Supranuclear Palsy</b> - resulting in permanent symptoms
• <b>Rheumatoid Arthritis</b> - resulting in permanent symptoms
• <b>Severe Lung Disease</b> - of specified severity
• <b>Stroke</b> - resulting in permanent symptoms*
• <b>Third Degree Burns</b> - covering 20% of the body's surface area*
• <b>Traumatic Head Injury</b> - resulting in permanent symptoms*

### \* model definitions

The Association of British Insurers (ABI) have published model definitions for many of the critical illnesses. Where applicable, these model definitions have been adopted. Although both the ABI and AXA's critical illness definitions may change for cover starting in the future, at no time after your cover has started will the critical illness or definitions of illnesses covered be restricted.

## What types of cover are available?

You can choose level, increasing or decreasing cover.

Where **level cover** is selected, the amount of cover will stay the same throughout the length of cover. Your payments will stay the same except if you change your cover or payments are reviewable and have changed following a review. Please see page 12 for further information about reviewable payments.

Where **increasing cover** is selected, the amount of cover will increase on each anniversary of the start date of your AXA Protection Account, in line with the change in the Retail Prices Index (RPI) subject to a maximum of 10% in any year. Your payments will increase at 1.4 times the

rate of increase in cover, e.g if RPI increases by 2.5%, your payments will increase by 3.5%.

We will write to you in advance to let you know your new level of cover and the new amount you will need to pay.

You can ask us to freeze the level of cover and payment at an AXA Protection Account anniversary so that it stops increasing. If you choose to do this, the value of the amount paid may be lower due to inflation. If you subsequently decide to add back these regular increases, we will need to collect new underwriting information.

Where **decreasing cover** is selected, the amount of cover will reduce each year on the anniversary of the start date of your Critical Illness Cover. The amount of cover is calculated to match the maximum amount outstanding on a loan in the next 12 months (based on a repayment mortgage and the interest rates shown on your Quotation). Your payments will remain the same throughout the length of cover.

Regular reviews of your cover with your Financial Adviser will ensure it remains appropriate for your changing needs.

**Does decreasing cover guarantee to repay my outstanding mortgage or loan?**

No. The amount of cover will decrease in line with the amount outstanding under a repayment mortgage or loan assuming the interest rate shown on your Quotation. Depending on the covers you have selected, the cover will repay your outstanding mortgage or loan if you are diagnosed as suffering from a terminal illness, are diagnosed with a specified critical illness or become totally and permanently disabled before the cover is due to end, providing:

- the initial amount of cover was not less than the amount of the original mortgage or loan;
- mortgage or loan payments are kept up to date;
- the term of the mortgage or loan has not been extended;
- the length of cover is at least as long as the outstanding term of the mortgage or loan;
- any further mortgages or loans are separately covered; and
- the mortgage interest rate does not exceed that shown on your Quotation.

You should check interest rate increases regularly to ensure that your mortgage interest rate does not increase above the interest rate shown on your Quotation. If this happens you may not have sufficient cover. Please speak to your Financial Adviser if you have any questions.

**Are there any additional covers provided?**

Yes. The following covers are automatically included in your AXA Protection Account at no extra cost when you take out Critical Illness Cover.

Accident Hospitalisation Cover, Children's Cover and Total Mastectomy Cover are paid in addition to the Critical Illness Cover. Major Surgery Cover is a payment of the Critical Illness Cover which reduces the amount that may later be paid for a critical illness claim. This will not exceed the amount payable under your Critical Illness Cover.

What is the cover called?	Briefly, what is the benefit?
<b>Accident Hospitalisation Cover</b>	A lump sum paid to you if you are injured and immediately admitted to hospital as a result of a severe physical injury and remain in hospital for 28 consecutive days. The amount paid is the lower of 20% of your cover and £50,000.
<b>Children's Cover</b>	A lump sum payment if your child (natural, step or legally adopted) is diagnosed with a covered critical illness (see the full list on page 10). The illness must meet our definition as set out in our Critical Illness Guide and your Cover details.  For a claim to be valid your child must be aged over 30 days and have not reached their 18th birthday. The amount paid is the lower of 25% of the cover and £25,000. One claim per child is paid. The maximum number of claims is two.
<b>Total Mastectomy Cover</b>	A lump sum is paid to you if you are diagnosed with carcinoma in-situ of the breast and after a total Mastectomy has taken place. The amount paid is the lower of £15,000 and 20% of the amount of cover. We will only pay one claim per cover, irrespective of the number of people under each cover.
<b>Major Surgery Cover</b>	If you require coronary artery by-pass surgery, aorta graft surgery or heart valve replacement or repair that will qualify for payment of the critical illness benefit, we will make a payment of part or all of your cover directly to your hospital to help cover the cost of private surgery. This cover also applies to eligible children.  You need to be on the NHS approved waiting list to qualify.
<b>Replacement Cover</b>	If you select joint cover from the outset and a claim is payable on one person's critical illness, the Critical Illness Cover will end. Replacement Cover allows the non-claiming person to set up a new individual Critical Illness Cover without further underwriting.

- Life Cover
- Critical Illness Cover
- Life or Earlier Critical Illness Cover
- Income Protection & Mortgage Income Protection Cover
- Payment Protection Cover
- Further Information

**Are there any additional covers available that cost extra?**

Yes. You can take out **Total and Permanent Disability Cover** alongside Critical Illness Cover.

This cover provides a lump sum if you become totally and permanently disabled as a result of an illness or injury. Your Critical Illness Cover and Total and Permanent Disability Cover end once a claim has been paid regardless of whether single or joint cover was selected.

**Different definitions of ‘totally and permanently disabled’ apply depending on your circumstances and age but all require the problem leading to the claim to last throughout your life and not be reasonably improved by medical treatment. The definition we are able to offer will either be confirmed in the AXA Protection Account Cover Quotation issued by your adviser or with your acceptance terms. Further information can also be found in the Cover schedule and our Critical Illness Guide. Your Financial Adviser can provide you with copies of these documents.**

The additional cost of this cover is reflected in your Quotation if it has been selected.

You may also wish to consider taking out **Payment Protection Cover** to make payments on your behalf if you are unable to work due to illness or injury. Please see the Payment Protection Cover section on page 21 for more details.

**Can the payments change?**

This will depend on the type of payment basis you choose. Your payments can be either guaranteed or reviewable.

<b>Guaranteed</b>	If payments are guaranteed, they will not change during the length of your cover, unless you make any changes or select increasing cover.
<b>Reviewable</b>	If payments are reviewable, they may change during the length of your cover even if you make no changes or do not select increasing cover. Please see the next section ‘How do reviewable payments work?’ for more details.

**How do reviewable payments work?**

If you choose reviewable payments, so that we can offer you a payment which is more affordable when your cover starts, we will calculate it on the basis of assumptions which cover the whole length of your cover but which we will review after 5 years and then every year thereafter.

At a review, your payments may increase or reduce. The payments after the review could then be higher than guaranteed payments would have been. If your payment changes at a review then we guarantee it will then not change for a further 5 years.

- The assumptions we will review are the future number and timing of claims and the cost of reinsurance.
- We will increase or reduce your payment if our view of these assumptions at the time of the review differs from the view we took of them at the outset (in the case of a first review) or at the last review.
- If the payment indicated by the review is within 10% of the existing payment then the existing payment will not change. There is no limit to the amount by which your payment might increase or reduce, but any increase or reduction will be fair and reasonable.
- We will tell you before we change your payment. If your payments need to increase, you can tell us to keep your payments the same and reduce the amount of your cover instead.
- You will find full details of payment reviews in the ‘Payment basis – reviewable’ section of your Cover details. You can ask us for a copy of this at any time.
- If you are in any doubt about guaranteed and reviewable payments or which may be suitable for you, please speak to your Financial Adviser.

**Risk – Reviewable payment basis**

If the predicted cost of providing benefits is higher than expected, you’ll either need to increase your payments to keep your chosen cover level going throughout the cover term, or reduce your cover and keep your payments the same.

If the predicted cost of providing benefits is lower than expected, your cover will stay the same but your payments will go down.

### How long will the cover last?

The minimum length of cover is 5 years and the maximum is 40 years. Alternatively, you may select cover to run to a specified age providing that the length of cover does not exceed these maximums and ends before your 70th birthday.

### What will stop the covers from paying out?

We will not pay a claim for Critical Illness Cover, Total and Permanent Disability Cover, Accident Hospitalisation Cover, Total Mastectomy Cover or Major Surgery Cover if;

- you do not survive for 14 days after diagnosis of a specified critical illness;
- the claim was caused by unreasonable failure to follow medical advice;
- the claim was caused by alcohol or solvent abuse, or the taking of drugs except under the direction of a registered medical practitioner. (This only applies to certain illnesses. We recommend that you read our 'Critical Illness Guide' which provides the full definitions of the critical illnesses);
- the claim was caused by intentional self-inflicted injury;
- the claim arose directly or indirectly through infection by any Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS) or related complex unless covered under our definition (see our Critical Illness Guide for the HIV definition);
- you do not meet the relevant definition of terminal illness or critical illness or total and permanent disability or of the surgical procedure;
- medical or other evidence required by us is incomplete or inaccurate; or
- the claim is as a result of any excluded cause shown on your Cover schedule.
- you do not tell us about any change in circumstances e.g. illness, disability or accident that happens between completing your application and your AXA Protection Account starting. If you do not, your claim may not be payable.

Further information is contained in the section 'When we will not pay a claim' in your Cover details, which is sent to you once your AXA Protection Account has started.

If you do not provide full and true answers to the best of your knowledge on your application form, or when you claim, we may not pay your claim.

In the case of Children's Cover we will not pay out if any of the above situations occur. We will also not pay out if:

- the illness is due to a condition which is congenital or existed before your child became eligible or cover started;
- a claim has already been paid in respect of your eligible child; or
- two claims for Children's Cover have already been made.

In order to make a claim for Critical Illness Cover, Children's Cover, Accident Hospitalisation Cover, Major Surgery Cover, Total Mastectomy Cover or Total and Permanent Disability Cover, you must be in, or return to, one of the permitted countries to provide evidence in support of your claim. The permitted countries are: Andorra, Australia, Austria, Belgium, Canada, Channel Islands, Denmark, Finland, France, Germany, Gibraltar, Great Britain, Greece, Isle of Man, Italy, Liechtenstein, Luxembourg, Malta, Monaco, The Netherlands, New Zealand, Northern Ireland, Norway, Portugal, Republic of Ireland, San Marino, Spain, Sweden, Switzerland, United States of America.

### Do I need to tell you if I change my occupation?

No, once your account has commenced. Your cover will continue regardless of any change in your occupation.

### What about tax?

Critical Illness Cover is normally paid free of income tax and capital gains tax.

Current UK tax law and HM Revenue and Customs practice means you don't get tax relief on the amount you pay.

Tax rules and rates can change and their impact depends on individual circumstances. The information shown here is based on our interpretation of current HM Revenue & Customs practice.

# Life or Earlier Critical Illness Cover

## What is Life or Earlier Critical Illness Cover?

Life or Earlier Critical Illness Cover is Critical Illness Cover with Life Cover included.

It pays out a lump sum if during the length of cover you:

- die;
- are diagnosed with a specified critical illness;
- undergo a specific surgical procedure; or
- are diagnosed as suffering from a terminal illness, which is expected to cause death within 12 months of diagnosis and before the cover is due to end.

The lump sum is payable only once – either on death or diagnosis of a critical illness or terminal illness. The cover will then end. This applies whether the cover is set up as single or joint.

The complete list of conditions we cover is set out on page 10. These headings are only a guide to what is covered. The full definitions of the illnesses covered and the circumstances in which you can claim are given in your Cover details. These typically use medical terms to describe the illnesses but in some cases the cover may be limited.

If the cover is written in trust, the benefits will be paid out according to how the trust has been set up. For more details on writing this cover in trust, please see your Financial Adviser.

**Please ensure you read in full the Critical Illness Cover section that appears on pages 10 through to 13 for full details about this cover.**

## What will stop the covers from paying out?

The exclusions that are detailed in the 'What will stop the covers from paying out?' section on page 13 apply to critical illness claims.

There are no general exclusions if you die.

In the case of a terminal illness claim, the definition of terminal illness must be met.

Any specific exclusions will be detailed in your Acceptance letter. They also appear in your Cover schedule in the section 'When we will not pay a claim' which is sent to you once your AXA Protection Account has started.

If you do not provide full and true answers to the best of your knowledge on your application form, or tell us about changes in your circumstances between completing the application form and your AXA Protection Account starting or when you claim, we may not pay your claim.

## Do I need to tell you if I change my occupation?

No, once your account has commenced. Your cover will continue regardless of any change in your occupation.

## Are there any additional covers available that cost extra?

Yes. You can take out **Total and Permanent Disability Cover** and **Payment Protection Cover** alongside Life or Earlier Critical Illness Cover. Please see page 12 of the Critical Illness Cover section.

You can also take out **Life Cover Buy Back**.

If your Life or Earlier Critical Illness Cover has ended because you have made a critical illness claim, this option allows you to take out new Life Cover 12 months later. (If you are diagnosed with cancer, the 12 months starts from the time you are confirmed as being free of all detectable cancer.)

The key features of this option are:

- you don't need to provide any further medical information;
- the amount you will need to pay for the new cover will reflect your age at that time, and will be more than you originally paid for that cover;
- the new payments will not increase because you have suffered a critical illness; and
- bought back Life Cover cannot start earlier than 12 months following the date that we paid the claim or, where the claim paid was in relation to Cancer, 12 months after the person covered is confirmed by a consultant as being free of all detectable Cancer. Once this date is reached, you will then have three months within which to buy back Life Cover. In the case of Cancer, the buy back must occur within five years of the date of the claim.

The new Life Cover cannot exceed the amount of cover originally taken out and must finish no later than the end date of the original cover.

No Terminal Illness Cover, Payment Protection Cover or Guaranteed Options will be available on bought back Life Cover.

You will have to start making payments for the new Life Cover as soon as the cover is reinstated.

All of these covers are provided at an additional cost which is reflected in your Quotation if they have been selected.

# Income Protection Cover and Mortgage Income Protection Cover

## What is Income Protection Cover?

Income Protection Cover pays out a **regular monthly benefit** if you become unable to work continuously for longer than the deferred period you select due to an illness or injury during the length of cover and suffer a loss of earnings. We refer to your illness or injury as 'incapacity' and we measure this according to the definition of incapacity which applies to your occupation, shown on your Cover schedule. The benefit will begin once the deferred period has expired and will continue to be paid for as long as the claim is valid. Cover will be provided until the end of the cover period, no matter how many claims you make.

## How much Income Protection Cover do I need?

Your cover should be based on the level of your earnings before you became unable to work, however because the benefits are tax free (under current tax rules) you do not need as much cover as your earnings. Your Financial Adviser will be able to provide you with advice.

It is important that you do not buy too much cover. If you claim we may not pay the full amount. The maximum that we will pay each month will be:

- 65% of the first £2,500 of your earnings per month; plus
- 40% of any earnings in excess of £2,500 per month.

From the maximum amount we will deduct the following:

- any income, payment or waived premium from any other insurance policy which pays out while you are unable to work;
- any pension income not being received before the onset of incapacity;
- any ongoing income from an employer/business; and
- any State Incapacity Benefit.

We won't reduce your claim by any investment income you receive.

If you were not in full-time employment immediately prior to your claim we will not pay more than £1,250 per month.

If you are both a shareholder and an active employee of a private limited company then dividends you receive from that company may be taken into consideration as earnings.

If your earnings fall, you may not receive the full amount of the cover shown on your Cover

schedule, and we will not refund any payments you have made.

Full details of these limits are set out in your Cover details.

## What is Mortgage Income Protection Cover?

Mortgage Income Protection Cover is very similar to Income Protection Cover. The key difference is that Mortgage Income Protection Cover is designed to help cover your regular mortgage payments, rather than replacing your income.

It pays out a **regular monthly benefit** if you become unable to work continuously for longer than the deferred period you select due to an illness or injury during the length of cover and suffer a loss of earnings. The benefit will begin once the deferred period has expired and will continue to be paid for as long as the claim is valid, and as long as the mortgage is outstanding.

Cover will be provided until the end of the cover period, no matter how many claims you make.

If you pay off your mortgage you will need to arrange for your cover to end to make sure you are not paying for unnecessary protection.

## How much Mortgage Income Protection Cover do I need?

Your cover will normally be based on the amount of your mortgage but you may want to also protect associated expenses, such as utility bills and Council Tax. Your Financial Adviser will be able to provide you with advice.

It is important that you do not buy too much cover. If you claim we may not pay the full amount. The maximum that we will pay each month will be the lowest of the following amounts:

- 150% of your contractual mortgage payment;
- 30% of your earnings; or
- £1,500 reduced by:
  - any income, payment or waived premium from any other insurance policy which pays out while you are unable to work;
  - any pension income not being received before the onset of incapacity;
  - any ongoing income from an employer/business; and
  - any eligible single person's State Incapacity Benefit.

If you were not in full-time employment immediately prior to your claim we will not pay more than the lower of 100% of your contractual mortgage payment and £1,250 per month.

Full details of these limits are set out in your Cover details. Please be aware these limits could mean that the monthly benefit paid may not cover your mortgage payment.

**Each person can select either Income Protection Cover or Mortgage Income Protection Cover but not both.**

**All of the following information applies to both Income Protection Cover and Mortgage Income Protection Cover, unless we state otherwise.**

- If your normal income from your occupation includes company dividends we can include these as part of your normal earnings if:
  - the dividends cease in the event of illness/disability
  - you are an active employee of the company

If you are self-employed this will be:

- your average taxable income after the deduction of business expenditure as permitted by the HM Revenue and Customs over the previous three complete financial years (i.e net profit). If the business has been established for a period less than three complete financial years, we will work out the average over the period for which the business has been established.

If you are employed or self-employed, income received from savings and investments isn't taken into account.

### Is this cover available to me?

Income Protection Cover and Mortgage Income Protection Cover are available for both employed and self-employed people. We also offer cover to house persons. We define a house person as a non-earning person or someone working less than 16 hours each week.

The cover is set up as single cover meaning each person is covered separately. If both you and your partner require protection then you will each need a separate cover.

### How long will the cover last?

You must be aged between 18 and 59 when the cover starts and the cover will end no later than your 65th birthday. The minimum length of cover is five years. Cover may run for an exact number of years (for Mortgage Income Protection) or to a specified age (for Income Protection), providing that the length of cover does not exceed the maximum age.

### How are earnings defined?

If you are employed this will be:

- your pre-tax earnings for PAYE assessment purposes, shown on HM Revenue and Customs form P60; and
- any benefits in kind, shown on HM Revenue and Customs form P11D that you would lose in the event of incapacity.

### How we assess your claim

We'll look at the duties of your occupation and your ability to do them. We may ask you for evidence of your loss of earnings and your incapacity and medical evidence to support your incapacity. Depending on your occupation, you'll qualify for a claim payment if you are unable to perform the essential duties of your occupation or are unable to perform any three Activities of Daily Work, provided you have a loss of earnings and are not doing any other work.

### What is the deferred period?

You choose what we call a deferred period. This is simply the time you must wait from when you first become unable to work until benefits start under your cover.

If you need to claim again for the same cause within six months of returning to work then the deferred period won't apply subject to terms and conditions.

The options available are:

- 4 weeks
- 8 weeks
- 13 weeks
- 26 weeks
- 52 weeks
- 104 weeks

The longer the deferred period you choose, the less you need to pay.

Certain occupations may be prevented from choosing the shorter periods shown above.

You should continue to pay your payments until we accept your claim.

It is possible to change the deferred period once your cover has started, subject to the terms and conditions in force at the time of the change. If you want to reduce the deferred period, we will need to collect new underwriting information.

### What types of cover are available?

You can choose level or increasing cover for Income Protection Cover.

Cover will be level for Mortgage Income Protection Cover.

Where **level cover** is selected, the amount of cover will stay the same throughout the length of cover. Your payments will stay the same except if you change your cover or payments are reviewable and have changed following a review. Please see page 18 for further information about reviewable payments.

Where **increasing cover** is selected, the amount of cover will increase on each anniversary of the start date of your AXA Protection Account, in line with the change in the Retail Prices Index (RPI) subject to a maximum of 10% in any year. Your payments will increase at 1.4 times the rate of increase in cover, e.g if RPI increases by 2.5%, your payments will increase by 3.5%.

We will write to you in advance to let you know your new level of cover and the new amount you will need to pay.

You can ask us to freeze the level of cover and payment at an AXA Protection Account anniversary so that it stops increasing. If you choose to do this, the value of the amount paid may be lower due to inflation. If you subsequently decide to add back these regular increases, we will need to collect new underwriting information.

### Are there any additional covers provided?

Yes. The following covers are automatically included in your AXA Protection Account at no extra cost to you when you take out Income Protection Cover or Mortgage Income Protection Cover.

What is the cover called?	Briefly, what is the benefit?
<b>Hospitalisation Cover</b>	<p>A regular income for up to 13 weeks if you are confined to hospital for six or more consecutive nights during your deferred period.</p> <p>The amount paid is the daily equivalent of your cover but will not exceed £200 per night. Payments will stop when the end of the shortest deferred period for any Income Protection or Mortgage Income Protection Cover expires.</p>
<b>Rehabilitation Cover</b>	<p>A regular monthly income if you return to your occupation <b>immediately</b> after making a valid income protection or mortgage income protection claim and your earnings are reduced as a direct result of your <b>ongoing</b> incapacity. Payments are intended to cover the balance between the previous and current earnings. Rehabilitation Cover is subject to a maximum of 12 monthly payments.</p>
<b>Proportionate Cover</b>	<p>A regular monthly income if you have to change your occupation <b>immediately</b> after making a valid income protection or mortgage income protection claim and find that your earnings are reduced as a direct result of your <b>ongoing</b> incapacity. Payments are intended to cover the balance between the previous and current earnings.</p> <p>The initial amount that can be claimed will be calculated using the following formula:</p> $\frac{(\text{Pre-incapacity earnings} - \text{New earnings})}{(\text{Pre-incapacity earnings})} \times (\text{Current amount of cover})$

Full details about these covers, including maximum payment periods and cover levels can be found in your Cover details which will be sent to you once your AXA Protection Account has started.

- Life Cover
- Critical Illness Cover
- Life or Earlier Critical Illness Cover
- Income Protection & Mortgage Income Protection Cover
- Payment Protection Cover
- Further Information

### Can the payments change?

This will depend on the type of payment basis you choose. Your payments can be either guaranteed or reviewable.

<b>Guaranteed</b>	If payments are guaranteed, they will not change during the length of your cover, unless you make any changes or select increasing cover.
<b>Reviewable</b>	If payments are reviewable, they may change during the length of your cover even if you make no changes or do not select increasing cover. Please see the next section 'How do reviewable payments work?' for more details.

- We will tell you before we change your payment. If your payments need to increase, you can tell us to keep your payments the same and reduce the amount of your cover instead.
- You will find full details of payment reviews in the 'Payment basis – reviewable' section of your Cover details. You can ask us for a copy of this at any time.
- If you are in any doubt about guaranteed and reviewable payment or which may be suitable for you, please speak to your Financial Adviser.

#### Risk – Reviewable payment basis

If the predicted cost of providing benefits is higher than expected, you'll either need to increase your payments to keep your chosen cover level going throughout the cover term, or reduce your cover and keep your payments the same.

If the predicted cost of providing benefits is lower than expected, your cover will stay the same but your payments will go down.

### How do reviewable payments work?

If you choose reviewable payments, so that we can offer you a payment which is more affordable when your cover starts, we will calculate it on the basis of assumptions which cover the whole length of your cover but which we will review after 5 years and then every year thereafter.

At a review, your payments may increase or reduce. The payments after the review could then be higher than guaranteed payments would have been. If your payment changes at a review then we guarantee it will then not change for a further 5 years.

- The assumptions we will review are the future number and timing of claims and the cost of reinsurance.
- We will increase or reduce your payment if our view of these assumptions at the time of the review differs from the view we took of them at the outset (in the case of a first review) or at the last review.
- If the payment indicated by the review is within 10% of the existing payment then the existing payment will not change. There is no limit to the amount by which your payment might increase or reduce, but any increase or reduction will be fair and reasonable.

### How long will the benefit be paid for?

Your claim will be paid monthly in arrears until the first of the following happens:

- you no longer meet the definition of incapacity;
- the cover ends;
- you become resident outside any of the permitted countries shown below for a period longer than 12 months;
- you no longer suffer loss of income;
- you retire; or
- you die.

The permitted countries are: Andorra, Australia, Austria, Belgium, Canada, Channel Islands, Denmark, Finland, France, Germany, Gibraltar, Great Britain, Greece, Isle of Man, Italy, Liechtenstein, Luxembourg, Malta, Monaco, The Netherlands, New Zealand, Northern Ireland, Norway, Portugal, Republic of Ireland, San Marino, Spain, Sweden, Switzerland, United States of America.

### What will stop the Income Protection Cover/Mortgage Income Protection Cover from paying out?

We will not pay a claim under either cover if it is caused directly or indirectly by any of the following:

- the incapacity was caused by unreasonable failure to follow medical advice;
- the incapacity was caused by any excluded cause shown on your Cover schedule;
- the incapacity was caused by alcohol or solvent abuse, or the taking of drugs except under the direction of a registered medical practitioner;
- the incapacity was caused by intentional self-inflicted injury;
- the conditions giving rise to the claim are a result of the normal pregnancy of the person covered, except where the person covered is experiencing pregnancy complications;
- medical or other evidence required by us is incomplete or inaccurate;
- the claim was caused directly or indirectly through infection by any Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS) or related complex unless covered under our definition (see our Critical Illness Guide for the HIV definition); or
- you have been resident outside of any of the permitted countries for longer than 12 months. The permitted countries are shown on the previous page.

If you have Mortgage Income Protection Cover, and the mortgage has been repaid at the date any claim payment is due and there is no contractual monthly mortgage payment due at this time, no payment is due under this cover.

If you do not provide full and true answers to the best of your knowledge on your application form, or when you claim, we may not pay your claim.

### Do I need to tell you if I change my occupation?

No, once your account has commenced. Your cover will continue regardless of any change

in your occupation. Some additional conditions may apply if you are not working when a claim occurs. Please see your Cover details for further information, which will be sent to you once your AXA Protection Account has started.

If you move to a less hazardous occupation you may wish to tell us, as this could result in you having to make lower payments.

If your salary rises due to a change in occupation you can increase the level of your cover. Underwriting may apply.

Your Financial Adviser will be able to arrange this for you.

### Are there any other covers added to my AXA Protection Account?

When you take out Income Protection Cover or Mortgage Income Protection Cover, Payment Protection Cover will automatically be included in your AXA Protection Account.

#### Risks

The cover may be less than you need if you do not review it regularly with your Financial Adviser to keep it in line with your earnings. On the other hand if your cover is too high compared with your income, we'll have to reduce the income benefit we can pay (please see page 15, where we set out all of the reductions which we will apply to your income benefit). We won't give you back any of the payments you've made if this happens. Any benefit we pay may affect your claim under any Income Protection Cover already held by you or your employer.

A claim may end if you move outside the UK.

The present tax-free treatment of the benefit may change. Any benefit we pay may affect your claim to some means-tested State benefits. It won't affect your right to State incapacity benefit. State benefit rules may change.

Payment Protection Cover will make payments on your behalf if you are unable to work due to illness

Life Cover

Critical Illness Cover

Life or Earlier Critical Illness Cover

Income Protection & Mortgage Income Protection Cover

Payment Protection Cover

Further Information

or injury. Please see the Payment Protection Cover section on page 21 for more details.

### **When do I need to tell AXA about a claim?**

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Please contact us from when you first became unable to work:

- within **two** weeks if the deferred period you select is 4 weeks
- within **four** weeks if the deferred period you select is 8 weeks
- within **eight** weeks for any other deferred period selected.

If you do not tell us about a claim within these time periods, we may:

- refuse to pay your claim; or
- extend the deferred period by the duration of the delay.

### **What about tax?**

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Income Protection Cover and Mortgage Income Protection Cover are paid free of income tax and National Insurance.

Current UK tax law and HM Revenue and Customs practice means you don't get tax relief on the amount you pay.

Tax rules and rates can change and their impact depends on individual circumstances. The information shown here is based on our interpretation of current HM Revenue & Customs practice.

# Payment Protection Cover

## What is Payment Protection Cover?

Payment Protection Cover can be added to your AXA Protection Account and means that if you are unable to work due to illness or injury we will pay your payments for you.

**Payment Protection Cover is automatically included in your AXA Protection Account if you take out Income Protection Cover or Mortgage Income Protection Cover.**

**It will also automatically apply to all of the covers in the same AXA Protection Account. If you don't want Payment Protection Cover on these other covers, you will need to take out two AXA Protection Accounts.**

If you make a valid claim under Payment Protection Cover, it will ensure that **all** of the payments in respect of the covers in your AXA Protection Account are paid for you during the period of the claim. It will also cover the Account Fee.

## How flexible is it?

The cover will be sufficient to pay all of your payments whether those premiums are reviewable or guaranteed, level or increasing, during the period of illness or injury.

## When will my claim start?

You choose the length of the deferred period. This is simply the time you must wait during your period of illness or injury until you can claim under your Payment Protection Cover.

The options available are:

- 4 weeks
- 8 weeks
- 13 weeks
- 26 weeks
- 52 weeks
- 104 weeks

*If you have Income Protection Cover or Mortgage Income Protection Cover in your AXA Protection Account, the deferred period will automatically match the shortest deferred period that applies to either of those covers.*

The cover will pay out when you meet our definition of incapacity and your selected deferred period has elapsed. You should continue to pay your payments until we accept your claim.

## How long will my claim be paid?

Your payments will be covered until one of the following occurs:

- your 70th birthday;
- your incapacity ends;
- your life protection covers end;
- you become resident outside any of the permitted countries shown below for a period longer than 12 months; or
- you die.

At age 70, Payment Protection Cover will end. Any Life Cover you have beyond the age of 70 will continue without Payment Protection Cover for the remaining period of your cover.

The permitted countries are: Andorra, Australia, Austria, Belgium, Canada, Channel Islands, Denmark, Finland, France, Germany, Gibraltar, Great Britain, Greece, Isle of Man, Italy, Liechtenstein, Luxembourg, Malta, Monaco, The Netherlands, New Zealand, Northern Ireland, Norway, Portugal, Republic of Ireland, San Marino, Spain, Sweden, Switzerland, United States of America.

You must restart your payments to us when your claim ends so that your cover is maintained.

### What will stop the Payment Protection Cover from paying out?

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We will not meet your payments if:

- incapacity was caused by unreasonable failure to follow medical advice;
- incapacity was caused by an excluded cause shown on your Cover schedule;
- incapacity was caused by alcohol or solvent abuse, or the taking of drugs except under the direction of a registered medical practitioner;
- incapacity was caused by intentional self-inflicted injury;
- the conditions giving rise to the claim are a result of the normal pregnancy of the person covered, except where the person covered is experiencing pregnancy complications;
- medical or other evidence required by us is incomplete or inaccurate;
- the claim was caused directly or indirectly through infection by any Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS) or related complex unless covered under our definition (see our Critical Illness Guide for the HIV definition); or
- you have been resident outside of any of the permitted countries for longer than 12 months. The permitted countries are shown on the previous page.

If you do not provide full and true answers to the best of your knowledge on your application form, or when you claim, we may not pay your claim.

### How much does it cost?

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The cost of Payment Protection Cover is calculated as a proportion of the relevant payments, including the Account Fee. Please refer to your Quotation for more information.

### When do I need to tell AXA about a claim?

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Please contact us from when you first became unable to work:

- within **two** weeks if the deferred period you select is 4 weeks
- within **four** weeks if the deferred period you select is 8 weeks
- within **eight** weeks for any other deferred period selected.

If you do not tell us about a claim within these time periods, we may:

- refuse your claim; or
- extend the deferred period by the duration of the delay.

### What about tax?

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Payment Protection Cover means that we will pay your payment for you if you become unable to work due to illness or injury.

There is no actual benefit paid so the cover is not subject to tax.

Current UK tax law and HM Revenue and Customs practice means you don't get tax relief on the amount you pay.

Tax rules and rates can change and their impact depends on individual circumstances. The information shown here is based on our interpretation of current HM Revenue & Customs practice.

# Further Information

## How to contact us

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Your Financial Adviser will normally be your first point of contact. If you have any questions, you can phone us, send a fax, or write to us.

Call us on **0845 300 0479** at the following times:

Monday to Friday between 8am and 6pm.  
As part of our commitment to quality service, telephone calls may be recorded.

Fax us on **0117 989 1810**

Write to us at:

**AXA Protection Account  
AXA Sun Life plc  
PO Box 1810  
Bristol  
BS99 5SN  
United Kingdom**

To add new types of cover or to change your cover levels, please speak to your Financial Adviser or write to us at the above address.

## Making a claim

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To make a claim, please write to our AXA Protection Account Claims Department at:

**AXA Protection Account  
AXA Sun Life plc  
PO Box 1810  
Bristol  
BS99 5SN  
United Kingdom**

or phone us on **0845 300 3460**.

## Customer Status

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AXA will treat you as a retail client. This means as a retail client you have protection available under the Financial Services Authority rules. However, unless you have received advice from a financial adviser in choosing this product, you are not protected on the basis of its suitability for your needs.

## Complaints

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If you are not satisfied with any aspect of your AXA Protection Account, then please write to our Customer Relations Manager at the above address. If you are not satisfied with our response, you can contact:

**Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR  
United Kingdom**

Telephone: **0845 080 1800**

E-mail:

**[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.

Life Cover

Critical Illness Cover

Life or Earlier  
Critical Illness Cover

Income Protection  
& Mortgage Income  
Protection Cover

Payment  
Protection Cover

Further Information

## Terms and conditions

This document sets out the main points about the AXA Protection Account. It does not include all the definitions, exclusions, terms and conditions (which are detailed in your policy document). If you would like a copy, please ask your Financial Adviser or contact us direct on 0845 300 0479.

We have the right to change some of the terms and conditions. We will write and explain what has changed if this affects any of your covers.

This leaflet complies with the Association of British Insurers (ABI) statements of best practice for Critical Illness Cover and Income Protection Cover. The 'ABI Guide to Critical Illness Cover' gives general information about critical illness cover.

If you would like a copy, please write to:

**The Association of British Insurers**  
**51 Gresham Street**  
**London EC2V 7HQ**  
**United Kingdom**

ABI Phone Number: **020 7600 3333**

ABI Website: [www.abi.org.uk](http://www.abi.org.uk)

## Law

The AXA Protection Account, cover and any related documents will be governed by the law of England and Wales unless you and we have agreed otherwise. It is also agreed that any issue will only be settled in the courts of England and Wales. Your policy and any subsequent correspondence will be supplied in English.

## Compensation

The Financial Services Compensation Scheme (FSCS) covers your plan. It will cover you if AXA Sun Life plc becomes insolvent and is unable to meet its obligations under the covers shown in this document. You'll normally be covered for at least 90% of the value of your cover(s).

You can get further information from the Financial Services Authority or from the Financial Services Compensation Scheme.

**Financial Services Compensation Scheme**  
**7th Floor Lloyds Chambers**  
**Portsooken Street**  
**London E1 8BN**  
**United Kingdom**

Phone: **020 7892 7300**

Website: [www.fscs.org.uk](http://www.fscs.org.uk)



AXA, PO Box 1810, Bristol BS99 5SN. Telephone: 0117 989 9000.

AXA is a worldwide insurance group. In the UK, one of the AXA companies is AXA Sun Life plc, the provider of this policy. Authorised and regulated by the Financial Services Authority. AXA Sun Life plc is a company limited by shares, registered in England No. 3291349. AXA Sun Life plc is entered on the FSA register, registration number 185063. Registered office: 5 Old Broad Street, London, EC2N 1AD.

As part of our commitment to quality service, telephone calls may be recorded.