

Policy Summary for Guaranteed Inheritance Plan

This document provides the important information you need to know about your Guaranteed Inheritance Plan. This Policy Summary does not include the full terms of the policy – these can be found in the Policy Conditions.

How to contact us

Need to get in touch? It will help if you provide your policy number when you contact us. Please remember to let us know if you change your name, address bank details or if you move to another country.

Making a claim or general queries

Call us: 0800 086 8937

Lines are open: 8am to 5pm Monday to Friday, except on UK public holidays when our office is closed.

Calls may be monitored and will be recorded to help us to improve our service, for regulatory purposes and for training.

Write to us:

Freepost SUNLIFE GUARANTEED INHERITANCE PLAN

Type of insurance and cover provided by the Guaranteed Inheritance Plan

The Guaranteed Inheritance Plan is a whole of life insurance policy which covers your life only and pays out the cover amount as a cash lump sum when you die, which can be used by your loved ones to pay for bills or other expenses. It's an insurance policy which provides a cash amount to your beneficiaries.

As there is no fixed expiry or end date to your policy, we guarantee to continue to provide you with cover for the whole of your life. After we've paid out the cash sum, the policy ends. Please note that if you stop paying your premiums, your cover will end. As this policy does have an application form, it is not guaranteed that you will be accepted for this product.

Your insurer

The policy is manufactured, administered and underwritten by iptiQ Life S.A. UK Branch. iptiQ Life S.A. is a public limited company (société anonyme) incorporated and registered in Luxembourg, authorised and regulated by Le Commissariat aux Assurances. iptiQ

Life S.A. UK Branch is registered in England and Wales under Registration No. BR017015 with Registered Office at 30 St Mary Axe, London EC3A 8EP and is a UK Branch of an Overseas Firm authorised by the Prudential Regulation Authority, subject to Regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation

Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

Registered Office:

2 rue Edward Steichen,
L-2540 Luxembourg,
Grand-Duchy of Luxembourg.
R.C.S. Luxembourg B 184281

<http://www.ipitiQ.com>

Who can apply?

You are eligible for this insurance provided that, when the policy starts, you are:

1. Aged between 49 and 75
2. Resident in the UK (not including the Isle of Man or Channel Islands).

Main features and benefits

Here are some important things you need to know about your policy:

- The amount of cover you've chosen won't change during your policy and the premiums you pay won't change either unless you make changes to your policy or if incorrect information has been used, such as an incorrect date of birth. Please refer to the Your Guaranteed Inheritance Plan cover section of your Policy Conditions for more information.
- You can increase or reduce your cover, subject to certain limits. Please refer to the Making changes to your policy section of your Policy Conditions for more information.
- If you nominate a beneficiary when you apply, this tells us who you want us to pay and it will form part of the policy terms. You might just want to select your partner, but you can choose up to ten people to benefit and you can change your selection later. If you don't nominate a beneficiary(s) at the start, the money will be due to go to your estate unless you put your policy in trust or assign it. Payment to your estate can involve delays and may not benefit who you intend.

- It's important to tell us if details of your nominated beneficiary(s) need to change. If you told us who should have the benefit of your policy if you die, instead of using a trust, we are obliged to pay whoever you most recently told us.
- Once you take out a policy, all you need to do is keep premium payments up to date from a UK bank account. However, please let us know if any of your details change such as bank account, name or address. You'll also need to let us know if any details of your beneficiary(s) change, if applicable.

Exclusions and limitations

- There is no surrender value as it's an insurance policy and not a savings plan.
- Premiums must be paid monthly by direct debit from a UK bank account that has a direct debit facility and must be paid when due.
- The maximum premium you can pay is £150 per month across all SunLife Guaranteed Inheritance plans you have with iptiQ.
- The maximum cover amount is £50,000 across all SunLife Guaranteed Inheritance Plans you have with iptiQ, subject to the maximum premium amount. The minimum amount of cover you can choose at the start of the policy is £5,000.
- You need to provide honest, accurate and complete information when you set up your policy. This also applies if you increase your cover amount or reinstate your policy. If you don't, a claim may not be paid, or your cover amount may be reduced.
- Up until the start of your policy, you need to tell us about any changes to your health or circumstances that would result in a change to your application answers. This also applies if you increase your cover amount or reinstate your policy. If we do not know about such changes then we may not be able to pay a claim or may need to cancel the policy.
- You're not covered if you die by suicide or intentional and serious self-injury in the first year of your policy. If you choose to increase your cover amount, you'll not be covered for the additional amount if you die by suicide in the first year of the increase.
- Premiums must be paid on time and continue throughout the policy, otherwise the policy will be cancelled and you won't get any money back.
- In the future, your cover amount may not be enough to meet your needs, as inflation will reduce its value. Please see the demands and needs section below.
- You may pay more in premiums than the cash sum that pays out, depending on how long you live.

Demands and needs statement

Our Guaranteed Inheritance Plan is designed to meet the demands and needs of individuals who wish to provide a cash lump sum when they die.

You may need to review and update your cover from time to time to ensure that it remains adequate for your needs.

Your cancellation rights

You have the right to cancel your policy within 30 calendar days of receiving your policy documents. After this period, you can cancel your policy at any time. However, it has no cash-in value, so you would not get anything back. Full details can be found in the Cancellation of your policy section of your Policy Conditions.

How to claim

Claims should be registered with our Customer Service team, who will clarify what information we will need. A claim can be made by calling us on 0800 086 8937, between 8am to 5pm Monday to Friday (except on UK public holidays when our office is closed).

If we have approved a claim and a grant of representation (probate/letters of administration) is the only extra document we need, we may be able to make an advanced payment directly to a UK funeral director. The maximum payment is the agreed cost of the funeral, £10,000 or the claim value, whichever is the lowest. This amount will be deducted from the claim amount and the remainder will be paid once probate has been granted and we receive the necessary paperwork.

Full details on how to make a claim can be found in the Making a Claim section of your Policy Conditions.

How to make a complaint

If you are unhappy with the service provided, please contact our Customer Service team on 0800 086 8937. Full details can be found in the How to make a complaint section of your Policy Conditions.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. If we are unable to pay claims due to, for example, insolvency, the FSCS may help by transferring your policy to another insurer or by paying compensation. Compensation can cover up to 100% of the value of a claim. You can find out more about the FSCS (including amounts and eligibility to claim) by visiting its website www.fscs.org.uk or calling 0800 678 1100.

Policy Conditions for the Guaranteed Inheritance Plan

Contents

How to contact us	2
Your Guaranteed Inheritance Plan cover	3
Making a claim	4
Beneficiary nomination	5
Entitlement to the cover amount	6
Trusts and assignments	7
Paying for your cover	7
If you don't pay a premium	8
Making changes to your policy	8
Changes to your policy conditions	9
Changing your personal details	9
Cancellation of your policy	10
Incorrect information	10
How to make a complaint	11
Taxes	11
The Financial Services Compensation Scheme (FSCS)	12
Money Laundering Regulations and Sanctions	12
Information about the company distributing the Guaranteed Inheritance Plan	12
Data Protection	13
Law, language and country	13
Definitions	13
How to contact us	14

Introduction

Please note throughout these **policy conditions** that any use of the words “we”, “us”, “our” or “iptiQ” means iptiQ Life S.A., UK Branch. Any use of the words “you” or “your” refers to the **policyholder** named in the **policy schedule**, or anyone else who becomes the legal owner of the **policy**.

The words in **bold** are defined terms with specific meanings. We explain these in the *Definitions* section, towards the end of this document.

If you bought your **policy** directly from SunLife, the information you have been provided with does not contain advice regarding whether the Guaranteed Inheritance Plan is suitable for you.

These **policy conditions** explain in detail how your cover works, including the features and benefits of the Guaranteed Inheritance Plan, as well as some of the things that aren't covered.

Your **policy** sets out your contract with iptiQ and is made up of:

- your completed application form (which we've accepted)
- these **policy conditions**
- the **policy schedule** or any updated **policy schedules** we send to you
- any correspondence that you receive from us about your **policy**.

The **policy schedule** contains the **policy** details naming the **policyholder** and shows who's covered, the options you've chosen, the **cover amount**, **policy start date**, **premiums** payable and the **premium** collection date. Please read the **policy schedule** carefully to check that the details are correct. If you notice anything that doesn't look right, please get in touch.

It's important to keep these documents in a safe place and to let your family know where to find them. You, or anybody making a claim, may need to refer to them in the future. For information on who else may be involved when a claim is made, please refer to the section *Entitlement to the cover amount*.

How to contact us

Need to get in touch? It will help if you provide your policy number when you contact us. Please remember to let us know if you change your name, address bank details or if you move to another country.

Making a claim or general queries

Call us: 0800 086 8937

Lines are open: 8am to 5pm Monday to Friday, except on **UK** public holidays when our office is closed. Calls may be monitored and will be recorded to help us to improve our service, for regulatory purposes and for training.

Write to us: Freepost SUNLIFE GUARANTEED INHERITANCE PLAN

Your Guaranteed Inheritance Plan cover

The main purpose of the Guaranteed Inheritance Plan is to pay out a lump sum when the **life insured** dies. It's an insurance **policy** which provides a cash sum to your beneficiaries.

As there's no fixed expiry or end date to your **policy**, we guarantee to continue to provide you with cover for the whole of your life.

The **policy** will pay out on death and the cover will then stop. If you stop paying your **premiums**, your cover will end. As this **policy** does have an application form, it's not guaranteed that you'll be accepted for this product.

Who is covered?

You must be aged between 49 and 75 when the **policy** starts and must be a **UK resident** (not including the Isle of Man or Channel Islands).

The **life insured** is the **policyholder** who's shown on the **policy schedule** and pays the **premiums**.

Cover amount

The **cover amount** payable under your **policy** is shown on your **policy schedule** but we may later agree with you to change it and confirm the new amount in writing.

You can choose any **cover amount** from £5,000 up to a maximum amount of £50,000 at the start of the **policy**.

If you have more than one SunLife Guaranteed Inheritance Plan with iptiQ, the combined **cover amount** of all **policies** can't be more than £50,000. If your **policies** exceed this amount, then we'll need to reduce the **cover amount** of the **policies** or cancel them to align to the maximum **cover amount** of £50,000. This amount is subject to the maximum **premium** as explained in the *Paying for your cover* section of this document.

The **cover amount** and the **premiums** you pay are guaranteed to stay the same throughout your **policy** unless you make changes.

Cover start and end

Your cover begins on the **policy start date** shown on your **policy schedule**. Your cover ends on the earliest of:

- the death of the **life insured**
- **premiums** not being paid when they're due (please see the *Paying for your cover* section that has information about missed **premiums**), or
- the cancellation of the **policy** by you or us.

What is not covered

No claim payment will be paid if the **life insured** dies within the first year because of:

- suicide
- intentional and serious self-injury
- an event where, in our reasonable opinion, the **life insured** took their own life.

No claim will be paid within the first year on any increase to the **cover amount** if any of the above apply.

When you apply for your **policy**, we'll ask questions about your personal circumstances and we may ask you for extra information to make an assessment and decide if we can offer you a **policy**.

It's important that you answer all questions honestly, accurately, and fully. If you, or someone acting on your behalf, carelessly or deliberately or recklessly give us inaccurate information, we're entitled to cancel or make changes to the **policy** to reflect the terms that would have been offered if we'd known the accurate information at the start. Any claim may be refused.

Making a claim

To make a claim, please get in touch with our Customer Service team, who'll let you know what information we'll need.

Call us:

0800 086 8937

Lines are open from 8am to 5pm Monday to Friday, except on **UK** public holidays when our office is closed.

Calls will be recorded and may be monitored for training and quality assurance purposes.

Write to us:

Freepost SUNLIFE GUARANTEED INHERITANCE PLAN

Before we can pay a claim, we need to assess it and we'll require some important information. We'll pay the reasonable cost of all medical information. If we don't get all information we need, we may not be able to complete the assessment of your claim.

We'll always need a completed claim form and depending on the nature of the claim, we might need other information including:

- the birth, marriage, or death certificate of the **life insured**
- confirmation of identity and entitlement of the claimant
- any other evidence of a change of name
- medical evidence relating to the **life insured**, which may include:

- a report from the **life insured's** treating doctor or a consultant
- access to full medical records

If we accept a claim for the **cover amount**, we'll make any payment into a **UK** bank account of the person who reasonably demonstrates to us they're legally entitled to receive it. This will depend on the circumstances at the time and whether you've nominated a beneficiary or put the **policy** in trust. We'll only pay a claim once and once we've paid the **cover amount** in accordance with this section, we'll not be liable to anyone to make any further payment. If applicable, we'll refund any **premiums** collected after the death of the **life insured**. If you have any outstanding **premiums** at the date of death, we'll deduct them from the **cover amount**.

We may not pay a claim if you're found to have carelessly, deliberately or recklessly withheld material information about your health or circumstances during the application, underwriting process or when you increased your **cover amount**. We also won't pay out on a fraudulent claim or criminal activity.

If we approve a claim and a grant of representation (probate/Letters of Administration) is the only extra document we need, we may be able to make an advanced payment directly to a **UK** funeral director. The maximum payment is the agreed cost of the funeral, £10,000 or the **cover amount**, whichever is lowest. This amount will be deducted from the claim payment and we'll be able to pay the rest once we receive the grant of representation and the appropriate checks have been completed.

Beneficiary nomination

This section applies if you've told us who you want the **cover amount** to be paid to after the **life insured's** death. Beneficiary nomination can only be selected at the time the **policy** is set up.

You can tell us to make changes to this at any time, subject to the conditions described below.

You must complete the beneficiary update form and post it to us at Freepost SUNLIFE GUARANTEED INHERITANCE PLAN unless we tell you otherwise.

You can nominate up to 10 people as beneficiaries, but you can only nominate individuals. You can't nominate a trust, charity or any other organisation.

If you want to benefit a charity, you'll need to place your **policy** into a trust. We won't be responsible for checking that such a trust meets legal requirements, and we're entitled to rely on your confirmation that it does unless we find that it doesn't. If we get notification of an assignment into a trust allowed by these terms, any beneficiary nominations will be automatically overridden by the terms of the trust.

You can't make nominations which you or your estate would benefit from. This means you can't nominate yourself, your estate, or make nominations to anyone in exchange for money or any other benefit. We won't be responsible for checking this and are entitled to rely on you keeping to these conditions. If you don't, we can't be held responsible by any party who might be affected as a result.

Neither past nor present nominated beneficiaries have any rights of any sort under your

policy while you're alive. This means they cannot:

- obtain information
- give or withhold consent to any changes to your beneficiary choices and their shares,
or
- make any changes to your **policy**.

If your **policy** has nominated beneficiaries, it can't be assigned.

Please note that for the **cover amount** to reach the person(s) you intend, it's important that you review your nominated beneficiaries on a regular basis and keep us updated with any changes you wish to make, including any change of name(s).

If you need advice about making changes to who can benefit from your **policy**, you may want to contact a financial or legal adviser.

Entitlement to the cover amount

Who's legally entitled to receive the **cover amount** will depend on the circumstances at the time of the notification of the claim to us and whether:

- you've nominated a beneficiary(s)
- your **policy** has been put into trust or assigned.

If your **policy** has been put under trust or assigned, the **cover amount** is payable to the trustee(s) or assignee(s).

If you have nominated a beneficiary(s)

If you've told us who you want us to pay the **cover amount** to after we've been notified of your death, we'll pay to your nominated beneficiary or nominated beneficiaries in the proportions you've specified.

If you've notified us of a change to your beneficiary choice, we'll pay to the beneficiary or beneficiaries we last received notification of in the proportions you've specified.

If a beneficiary has died, unless you've changed your nomination of them, we'll pay their share of the **cover amount** to any remaining beneficiary who's still alive. If there's more than one remaining beneficiary and they had equal shares, we'll split the share equally between each of them. If the remaining beneficiaries' shares are not equal, we'll split the share between them in the same respective proportions.

If there's no surviving beneficiary, we'll pay the **cover amount** to the person who reasonably demonstrates to us that they're legally entitled to receive the estate of the last of your beneficiaries to die. To do this, we may need a copy of the grant of probate or letters of administration to this beneficiary's estate and proof of identity of their legal personal representative(s).

If the beneficiary is a minor, we may pay the **cover amount** to their parent or guardian. The parent or guardian is responsible for ensuring that any **cover amount** paid to them is held or used for the benefit of the minor beneficiary.

If your policy is put in trust

If your **policy** is put in trust, we'll make payment into a **UK** bank account(s) as instructed by the trustees. The trustees must distribute the money to the trust beneficiaries or look after it for them, following the terms of the trust. If the trustees want to claim, they must send us the original trust deed, and any original deeds altering the trust. We won't be responsible for checking that the trust has been properly established, validly altered or whether it has been terminated.

If your policy is assigned

If your **policy** has been assigned, we'll pay the assignee. If an assignee wants to claim, they must send us the original deed of assignment.

Payment to your personal representatives

If none of the above apply, we'll pay the personal representatives of your estate. If a personal representative wants to claim, they must send us the grant of representation.

Trusts and assignments

If you assign the ownership of the **policy** to someone else or to a trustee(s) of a trust for the **policy**, they need to inform us of this in writing. If your **policy** has been assigned, we'll pay the assignee. If an assignee wants to claim, they must send us the original Deed of Assignment.

Please note that your **policy** cannot be assigned if you've chosen to nominate a beneficiary(s) under it, unless you're assigning it to the trustees of a trust which excludes you and your estate from any benefit of the **cover amount** payable after your death. We're entitled to rely on your confirmation that such a trust meets this requirement unless we identify that it doesn't. If we receive notification of an assignment into a trust permitted by these terms, any beneficiary nominations will be automatically overridden by the terms of the trust.

If your **policy** has been written in trust, we'll pay as directed by the trustees. The trustees must then follow the terms of the trust to distribute the money to the chosen beneficiaries. If trustees want to claim, they must send us the original trust deed, and any original deeds altering the trust. We'll not be responsible for checking that the trust has been properly established, validly altered or whether it's been terminated.

Paying for your cover

Your **premiums** are due from the **policy start date**. You need to pay your **premiums** to keep your **policy** active.

Premiums can only be paid monthly by direct debit from a **UK** bank account which has a direct debit facility. You can choose a regular payment date between the 1st and the 28th of the month.

The maximum **premium** amount is £150 per month and this is the maximum total **premium** for all SunLife Guaranteed Inheritance Plans you have with iptiQ. If the total **premium** of your policies exceeds this maximum **premium** amount, we'll need to reduce the **cover amount** of the **policies** or cancel them to align to the maximum **premium** amount of £150 per month.

If you don't pay a premium

If the first **premium** due on the scheduled payment date isn't paid, you have 30 calendar days (including weekends and bank holidays) from the scheduled payment date to make the payment, otherwise your **policy** will be cancelled.

If you miss a **premium** payment, we'll inform you of the unpaid **premium(s)**. Give us a call to pay any missed **premium(s)** and we'll help to get you back on track.

If you miss three **premiums**, you have 30 calendar days (including weekends and bank holidays) from the third missed **premium** payment date to call us and make the payment. If you stop paying your **premiums**, we're entitled to cancel your **policy** and we'll write to you to confirm that your cover has been cancelled.

If there have been missed **premium(s)** but your **policy** isn't cancelled in line with the above, where a claim is payable any such allowed unpaid **premiums** on your **policy** will be deducted from the **cover amount**.

Policies that have been cancelled because of unpaid **premiums** can be restarted within two months of the cancellation date if you pay all the missed **premiums** and no claim has been made, although you'll need to answer some questions about your health and lifestyle.

Making changes to your policy

There are several changes that you can make to your **policy**. We've set out the changes you can make in the table below. **Premium** and **cover amounts** must stay within the limits stated in this document and you cannot make any changes after your 75th birthday.

We'll sometimes need to ask you further health and lifestyle questions to make the requested change to your **policy** and we may need to apply restrictions to the revised cover. For a smoker change, we reserve the right to request a cotinine test to detect evidence of nicotine use. Depending on the answers and your circumstances, we may not be able to change your **policy**.

Type of change	Updated health and lifestyle details required?
Increase cover amount	✓
Reduce cover amount (subject to a minimum premium of £5 per month)	✗
Change premium payment date	✗
Lifestyle changes e.g., change from smoker to non-smoker	✓
Change of gender	✗

If you increase your **cover amount**, the increase to your **premium** will be based on the **premium** rates available at the time the **policy** is changed. Any other change which results in a reduction to the **premium** will be based on the **premium** rates applicable at the start of the **policy**. We reserve the right to apply new **policy** conditions to any increases to your **cover amount**.

We'll let you know about the new **premium** before you accept the change. After you've accepted the change, we'll write to you to confirm the change you have made.

Please note that you cannot increase your **cover amount** if there are outstanding **premiums** due on your **policy**.

If you've put your **policy** into trust, or if you've assigned your legal rights under your **policy** to someone else, you won't be able to make any changes to your **policy**.

Changes to your policy conditions

We can make changes to your **policy conditions** if:

- we become aware of any error or omission on your part or ours
- there's a change needed to allow an improvement in services, technology, or cover which we wish to make or offer at no detriment to you
- it's required to deal with new laws, regulations or taxation affecting you or us, or a change in circumstances beyond our control
- failing to make the change could, in our reasonable opinion, result in our **policyholders** as a group not being treated fairly.

If we do need to make changes to your **policy conditions**, we'll aim to notify you in writing at least 60 days before they're made. However, external factors beyond our control may mean we have to give you less notice.

If you're not happy with any changes we make, you have the right to cancel your **policy**.

Changing your personal details

Your details

To help ensure the cover is available when needed, you need to let us know if you change any of the following details:

- your name
- your bank account
- your address
- any other contact details you've provided.

Your country of residence

If you move to another country outside of the **UK**, for the cover to continue to be provided, **premiums** must be paid from a **UK** bank account with a direct debit facility in the name of a **policyholder**. You'll need to notify us if you move abroad. A change in your country of residence could lead to a change in your tax situation.

Cancellation of your policy

Cancellation by you

You can cancel your **policy** at any time for any reason. This **policy** does not have a cash value.

You have a 30-day cooling off period to change your mind. When we issue your **policy** documents, we'll send you details of how to cancel your **policy**. You'll have 30 days from the date you receive these documents to do this. If you decide to cancel within the 30-day period, we'll refund any **premiums** you've already paid.

You can still cancel your **policy** after the 30-day cooling off period ends but you won't get any money back.

If you've put your **policy** into trust, or if you've assigned your legal rights under your **policy** to someone else, the trustees or assignee must give us written notice that they wish to cancel.

Cancellation by us

We'll cancel your **policy** if you don't pay your **premiums**. Please refer to the *Paying for your cover* section that has information about missed **premiums**.

We may cancel your **policy** if we find that when applying for cover you gave us wrong or incomplete information.

If we cancel your **policy**, we'll confirm the cancellation and the date your cover will end in writing.

If the **policy** is cancelled, your cover will end, no further **premiums** will be payable and you won't be able to make a claim.

Incorrect information

Up until the **policy** start date, you need to tell us about any changes to your health or circumstances that would result in a change to your application form answers. If you don't then we may not be able to pay a claim or we may need to cancel your **policy**.

We rely on the information that you provide to us. If any of it is untrue or incomplete and would have affected our decision to offer you a **policy**, we may:

- change the terms of your **policy**
- change your **premiums**
- cancel your **policy** and refund the **premiums** you've paid (without interest).

If the date of birth of the **life insured** is wrong, we'll base the payment we make for any successful claim on the correct date of birth and any impact that the correct date of birth may have had on our medical assessment rules. We'll tell you if this happens. If the correct date of birth of the **life insured** when you took out your **policy** would put you outside our age, **cover amount** limits, or any medical risk appetite we'll cancel your **policy**.

If we cancel your **policy**, you'll not be able to make a claim.

As part of our routine checks on the accuracy of the information that has been provided to us, we may ask for permission to access your medical reports up to six months after your **policy** has started, or where you have increased your **cover amount** since the start of the **policy**. If you do not agree to this or we discover that you've not provided truthful and accurate answers to the application questions, then we may need to cancel your **policy** and refund your **premiums**.

How to make a complaint

We hope that you'll never have reason to complain but if you'd like to make a complaint about any aspect of the service you've received, please get in touch with our Customer Services team. Details can be found in the section *How to contact us*.

We're committed to resolving complaints through our own complaints procedures and we'll always try to do so as quickly as possible. However, if you're not satisfied with the response to your complaint, you can contact the Financial Ombudsman Service:

- By phone: 0800 023 4567
- In writing: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR.
- Email: complaint.info@financial-ombudsman.org.uk
- Website: www.financial-ombudsman.org.uk

Making a complaint will not affect your legal rights.

Taxes

The **cover amount** paid on death is currently free from income and capital gains tax. The amount paid on death may also be free of inheritance tax, depending on how you set up your **policy**.

Tax information is based on our interpretation of current law and HM Revenue & Customs practice. If your country of residence changes, so will your tax circumstances. How taxation could affect you will depend on your individual circumstances. Both tax law and HM Revenue & Customs practice may change in the future. We're not authorised to provide tax advice.

The Financial Services Compensation Scheme (FSCS)

We're covered by the FSCS. If we're unable to pay claims due to, for example, insolvency, the FSCS may help by transferring your **policy** to another insurer or by paying compensation. Compensation can cover up to 100% of the value of a claim. You can find out more about the FSCS (including amounts and eligibility to claim) by visiting its website www.fscs.org.uk or calling 0800 678 1100.

Money Laundering Regulations and Sanctions

To comply with our regulatory responsibilities under Anti-Money Laundering (AML) laws, we must perform a soft credit search with one or more credit reference agencies. This is to verify the identity of the **policyholder**, or anyone entitled to benefits from a SunLife Guaranteed Inheritance Plan contract.

This search is strictly for identity verification and to ensure we meet AML requirements. Rest assured, this soft credit search will not impact your credit score and will remain invisible to other companies.

These searches are a standard part of the background checks that insurers conduct and do not leave a trace on your credit report. This process is essential for our customer due diligence, helping to safeguard both you and our company against financial crime. By proceeding with the search, you are confirming that you are acting on your own behalf for this product.

We will not provide cover, be liable to pay any claim or provide any benefit, if it may expose us (or our parent company, direct or indirect holding company) to any penalty or restriction arising from any trade and economic sanctions laws or regulations which are applicable. This includes extraterritorial penalties or restrictions that do not contradict laws applicable to us.

Information about the company distributing the Guaranteed Inheritance Plan

SunLife Limited is an insurance intermediary distributing financial products and services on behalf of the insurer, iptiQ. We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this, we receive commission from the insurer which is a percentage of the total annual premium.

SunLife Limited's registered office is 1 Wythall Green Way, Wythall, Birmingham, B47 6WG (registered in England, no. 05460862). SunLife Limited is authorised and regulated by the Financial Conduct Authority and is entered on the Financial Services Register (registration no. 769427).

SunLife Limited is a wholly owned subsidiary of Phoenix Life Limited which holds more than 10% of the voting rights/capital in the firm and is part of the Phoenix Group.

You can check the details of any of these companies on the Financial Services Register by

visiting <https://register.fca.org.uk> or by telephoning them on 0800 111 6768.

Data Protection

The personal information collected from you will be held securely and used lawfully in accordance with the relevant data protection regulations. For more information, please refer to the Fair Processing Notice included in your welcome pack.

Law, language and country

The laws of England and Wales apply to your **policy**.

All communications relating to your **policy** will be in English.

Definitions

This section explains all the words in **bold** found within this document.

Cover amount

The amount of cover you've chosen, as shown on your **policy schedule**.

Life insured

The person named on the **policy schedule** whose life is covered under the **policy**.

Policy

Your Guaranteed Inheritance Plan.

Policy anniversary

The twelve-month anniversary of the **policy** start date as shown on your **policy schedule**.

Policy conditions

This document forms our contract of insurance with you, together with the **policy schedule** and your completed application form (as accepted by us).

Policyholder

The person shown on your **policy schedule** who legally owns and is authorised to make changes to the **policy**. The **policyholder** must be a **UK resident** when the **policy** starts.

Policy schedule

The document we provide to you showing the specific detail of your **policy**, such as:

- the **life insured** covered
- the **cover amount**
- which options have been chosen
- how much your **policy** will cost, and the **policy start date**.

Policy start date

The date we confirm the cover under this **policy** starts from, as shown on your **policy schedule**.

Premium

The amount you pay for this **policy**, as shown on your **policy schedule**.

UK

This means England, Wales, Scotland and Northern Ireland and does not include the Channel Islands or the Isle of Man.

UK resident

Someone who has a **UK** bank account, a **UK** residential address (not a PO Box address) and is a **UK** taxpayer. A **UK** taxpayer is someone who exclusively pays **UK** tax to HMRC.

How to contact us

Need to get in touch? It will help if you provide your **policy** number when you contact us.

Please remember to let us know if you change your name, address bank details or if you move to another country.

Making a claim

Call us: 0800 086 8937

Lines are open: 8am to 5pm Monday to Friday, except on **UK** public holidays when our office is closed. Calls may be monitored and will be recorded to help us to improve our service, for regulatory purposes and for training.

Write to us:

Freepost SUNLIFE GUARANTEED INHERITANCE PLAN

General queries for our Customer Services team

Including changes, cancellations, payments and complaints

Call us: 0800 086 8937

Lines are open: 8am to 5pm Monday to Friday, except on **UK** public holidays when our office is closed. Calls are monitored and will be recorded to help us to improve our service, for regulatory purposes and for training.

Write to us:

Freepost SUNLIFE GUARANTEED INHERITANCE PLAN

This document and information about the Guaranteed Inheritance Plan is also available in other formats. If you'd like an alternative format, please let us know.

The policy is manufactured, administered and underwritten by iptiQ Life S.A. UK Branch. iptiQ Life S.A. is a public limited company (société anonyme) incorporated and registered in Luxembourg, authorised and regulated by Le Commissariat aux Assurances, Registered Office 2, rue Edward Steichen, L-2540 Luxembourg, Grand-Duchy of Luxembourg. iptiQ Life S.A. UK Branch is registered in England and Wales under registration number BR017015 with registered office 30 St Mary Axe, London EC3A 8EP and is a UK Branch of an Overseas Firm authorised by the Prudential Regulation Authority, subject to Regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

DT-GBR-SUN-0017-0225