



**British  
Seniors  
Insurance  
Agency®**



# Over 50s Life Insurance

Key Facts and Policy Terms and Conditions



# Welcome to British Seniors

We all want the best for our loved ones. With British Seniors Over 50s Life Insurance, you can have peace of mind knowing that your loved ones will get the financial support they will need when the time comes, to help pay towards funeral costs or any other final expenses.

Now that you have British Seniors Over 50s Life Insurance in place, you'll be protected 24 hours a day, 7 days a week, anywhere in the world.

With friendly and experienced agents, based in the UK, delivering Feefo 2019 Gold Trusted Service you and your loved ones will receive the very best in customer service.

British Seniors Over 50s Life Insurance is provided by AIG Life Limited part of a leading global insurance organisation founded in 1919.

**Rest assured,  
you're in safe hands.**



## About this document

This document has been provided to help you understand the main considerations that you need to think about when deciding if British Seniors Over 50s Life Insurance is right for you.

Please read the document carefully so that you understand the policy you have chosen. At British Seniors we're here to help, so please contact us if you have any queries or need further information to understand the product you have bought.

A life insurance policy can be a long term commitment so it's important to keep this document in a safe place so that you can refer to it in the future.

Some words or expressions used in this document have a special meaning. They will appear in bold font, and you can see their meaning in the Glossary section on page 18.

'We', 'us', 'our' means British Seniors Insurance Agency who is responsible for arranging and issuing your policy and carrying out administration on behalf of the insurer, AIG Life Limited. AIG is responsible for the underwriting and administration of your policy. References to 'you' and 'your' mean the policy holder.

Please keep this document in a safe place for future reference.

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## Key Facts about British Seniors Over 50s Life Insurance

# Key Facts about British Seniors Over 50s Life Insurance

The Key Facts of the **policy** provide **you** with a summary of the product. The full Terms and Conditions are contained later in this document.

## About us

**Your policy** is arranged and issued by British Seniors Insurance Agency. British Seniors Insurance Agency is a trading name of Neilson Financial Services Limited, who is an insurance intermediary, and is authorised and regulated by the Financial Conduct Authority and entered on the Financial Services register under reference no. 594926.

Neilson Financial Services Limited is registered in England and Wales under no. 07986483. Registered Office, Landmark Place, Windsor Road, Slough, Berkshire SL1 1JL.

**Your policy** is underwritten and administered by AIG Life Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and entered on the Financial Services register under reference no. 473752, with permission to effect and carry out contracts of insurance. AIG Life Limited is registered in England and Wales under no. 6367921. Registered Office, The AIG Building, 58 Fenchurch Street, London, EC3M 4AB.

Information about AIG's business, performance and financial position, and details on how they control their business and manage risks can be found in their Solvency and Financial Condition Report (SFCR) available on their website [www.aiglife.co.uk](http://www.aiglife.co.uk).

## The Financial Conduct Authority (FCA)

The Financial Conduct Authority is a financial services regulator. It requires AIG Life Limited, to give **you** the important information contained within this document to help **you** to decide whether British Seniors Over 50s Life Insurance is right for **you**. **You** should read all the information carefully so that **you** understand what **you** are buying, and then keep it safe for future reference.

## Which service will British Seniors provide you with?

**We** arrange and issue the **policy** on AIG's behalf. **You** do not pay **us** for doing this. AIG send **us** a commission which is a percentage of the total monthly **premium**. **You** will not receive advice or a recommendation from **us** nor will **we** charge a fee for this service. **We** may ask some questions to narrow down the selection of benefits that **we** will provide details on. **You** will then need to make **your** own choice about how to proceed. **We** only offer Over 50s Life Insurance from AIG Life Limited.

## What is British Seniors Over 50s Life Insurance?

With British Seniors Over 50s Life Insurance **you** can select a **benefit amount** between £1,000 and £10,000, depending on **your** age. There are no questions asked about **your** health or any medical conditions that **you** may have.

British Seniors Over 50s Life Insurance meets the demands and needs of those who would like to have the option to take a proportion of their **benefit amount** early or the full **benefit amount** on death. The **benefit amount** received could help pay towards funeral costs, outstanding debts or left as a gift.

## What is the Cash In Option?

British Seniors Over 50s Life Insurance comes with the Cash In Option. The Cash In Option is equal to 50% of the **life insured's benefit amount**. The **life insured** is eligible to take the Cash In amount, whilst the **policy** is in-force, at any time from the later of: the **life insured's** 80th birthday; or 15 years from the **start date**.

If a **life insured** decides to take the Cash In amount, their cover will end and no subsequent death claim can be made for that cover.

If the Cash In amount is taken by a **life insured** under a **joint plan**, the **policy** will continue under the same terms for the remaining **life insured** provided they wish to continue and pay the reduced **premiums**.

## Who can take out cover?

British Seniors Over 50s Life Insurance can provide cover for **you** under a **single plan**, or for **you** together with a **partner life insured** under a **joint plan**.

A **life insured** is eligible for cover, if at the **start date** they are resident in the **United Kingdom** and aged 50 to 80. Provided this criteria is met, AIG guarantee to accept **your** application for British Seniors Over 50s Life Insurance.

## What is covered?

In the event of a claim, AIG will provide a lump sum payment as specified below:

Event	Amount Payable
Accidental death	Three times the <b>benefit amount</b>
Non-accidental death in the first 12 months from the <b>policy start date</b> (the <b>deferred period</b> )	The total of all <b>premiums</b> paid towards a <b>life insured's</b> cover
Non-accidental death after the first 12 months from the <b>policy start date</b> (after the <b>deferred period</b> )	The <b>benefit amount</b>
Taking the Cash In Option after the <b>Cash In eligibility date</b>	A return of <b>premiums</b> equivalent to 50% of the <b>benefit amount</b>

The **benefit amount** **you** selected for each **life insured** is specified in **your policy schedule**. The lump sum payment is provided on the death of each **life insured** unless the Cash In amount has already been taken.

The **benefit amount** will remain fixed throughout the duration of **your policy**, unless **you** select the Increasing Benefit Option.

## What is the Increasing Benefit Option?

If **you** select the Increasing Benefit Option, the **benefit amount** will increase automatically by a fixed amount of 3% of **your** initial **benefit amount** each year on **your policy anniversary**, as set out in **your policy schedule**.

**Your premium** will also increase automatically by a fixed amount of 4.5% of **your** initial **premium amount** each year on **your policy anniversary**, as set out in **your policy schedule**.

**You** can ask **us** at any time not to apply the automatic increase, in which case neither the **benefit amount** nor **your premium** will increase at the next **policy anniversary**. If **you** opt out of 3 increases in a row, the Increasing Benefit Option will be permanently removed from **your policy** and there will be no further automatic **benefit amount** increases applied and **your premium** will remain fixed.

## What is not covered?

During the first 12 months from the **start date** of the **policy** (the **deferred period**), the amount AIG pay for a non-accidental death will be limited to the return of all **premiums** paid towards a **life insured's** cover.

For full details about what is covered and what is not covered under British Seniors Over 50s Life Insurance, please refer to the Terms and Conditions in sections 2 and 4 on page 13.

## How much does cover cost?

The amount of **premium** payable will depend on the **benefit amount** **you** selected; the **life insured's** age; whether **you** have a **single plan** or **joint plan**; and whether **you** have selected the Increasing Benefit Option. **Premiums** are payable monthly.

The amount of **premium** payable will be stated in **your policy schedule** which will be sent to **you** at the time **you** are accepted for cover.

**Your premium** will remain fixed throughout the duration of **your policy**, unless **you** have chosen the Increasing Benefit Option in which case **your premium** will increase each year.

**Premiums** for each **life insured** are only payable up until the **policy anniversary** on or following attainment of age 95.

## When does cover end?

British Seniors Over 50s Life Insurance will continue for the whole of each **life insured's** life until the first of the following occurs:

- ▶ the date of death of that particular **life insured**;
- ▶ if two consecutive monthly **premium** payments are missed;
- ▶ the date **you** cancel the **policy**;
- ▶ the date AIG cancel the **policy**; or
- ▶ the date the Cash In amount is taken for that particular **life insured**.



# General Information

## Your commitment

It is **your** responsibility to:

- ▶ ensure regular monthly **premiums** are paid when due for the duration of the **policy**.
- ▶ tell **us** when **you**, or any **life insured**, change personal details e.g. name, address or bank details.
- ▶ check **your policy** annually, to ensure that it continues to meet **your** requirements.
- ▶ answer all the questions asked by **us** truthfully, accurately and completely to the best of **your** knowledge when applying for **your policy**.

## Risks

### No cash in value

This **policy** has no cash in value before the **Cash In eligibility date** for the **life insured**.

### Missed premiums

**Your policy** will end if two consecutive **premiums** are missed. If **your policy** does not yet qualify for the Cash In Option, then the **policy** will end with no value.

### Effects of inflation

Unless **you** have selected the Increasing Benefit Option, the **benefit amount** is fixed when **your policy** starts and does not change. The value of the **benefit amount**, including any increases, may not keep up with inflation and as such, the value may reduce over time.

### Affordability

If **you** have chosen the Increasing Benefit Option, the **premium** payable will increase each year on the **policy anniversary**. If the **premium** payments cannot be met, then **your policy** may end and **you** may receive nothing back.

### Inheritance tax

In the event of the **life insured's** death and the **policy** paying out to the estate, there may be an inheritance tax requirement. **You** may be able to avoid inheritance tax by using an appropriate trust. If **you** require any additional information or are unsure about what to do, please speak with a financial advisor or solicitor. The Government may change the tax position described.

## You may pay in more

Depending on how long **you** live, it is possible that **you** (or whoever pays the **premiums**) may pay in more than the **benefit amount**.

## Cash In Option

Before taking the Cash In amount, **you** should consider whether this is the best choice for **you**. If **you** take the Cash In amount, an amount equal to 50% of the **life insured's benefit amount** will be payable and cover will end for that **life insured** with no further **benefit amount** payable upon death.

If the Cash In amount is taken at any time after the **Cash In eligibility date**, any **premiums** paid after this date will not be refundable.

## Your cancellation rights

**You** have 30 days from the date on which **you** receive **your policy** documents to make sure **you** are happy with **your** cover, and decide whether **you** want to keep it.

If **you** want to cancel **your** cover, **you** must contact **us** within this period for a full refund, subject to no valid claim being made. If **you** cancel **your** cover after the 30 day period then **you** will not receive any refund of **premium**.

The **life insured** will be due the Cash In amount if the cover is cancelled after the **Cash In eligibility date**, if this amount has not already been paid.

To cancel, please contact **us**:

-  0800 542 7618, weekdays from 9am to 7pm
-  Customer Services  
British Seniors Insurance Agency  
PO Box 4555, Slough, SL1 0TT
-  [service@britishseniors.co.uk](mailto:service@britishseniors.co.uk)

If **you** do not cancel, **your policy** will start and end as set out in the Terms and Conditions and **your policy schedule**. AIG will collect **premiums** as agreed.

## Making a claim

To claim the Cash In amount or to make a death claim, please contact **us**:




-  0800 542 7618, weekdays from 9am to 7pm
-  Customer Services  
British Seniors Insurance Agency  
PO Box 4555, Slough, SL1 0TT
-  [claims@britishseniors.co.uk](mailto:claims@britishseniors.co.uk)

## Questions or complaints

**We** and **AIG** hope that **you** never have reason to complain, but if **you** do, **we** will do **our** best to work with **you** to resolve it. Should **you** wish to make a complaint, please contact **us**:

-  0800 542 7618, weekdays from 9am to 7pm
-  Customer Services  
British Seniors Insurance Agency  
PO Box 4555, Slough, SL1 0TT
-  [service@britishseniors.co.uk](mailto:service@britishseniors.co.uk)

Please supply **your policy** number so that **your** complaint can be dealt with promptly. If **we**, or **AIG**, cannot resolve **your** complaint immediately, an acknowledgment letter will be sent to **you** within five working days. In the unlikely event that **your** complaint is not resolved to **your** satisfaction or after eight weeks, **you** may refer it to the Financial Ombudsman Service (FOS):

-  0800 023 4567 or 0300 123 9123
-  The Financial Ombudsman Service  
Exchange Tower, London, E14 9SR
-  [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Following the complaints procedure will not affect **your** legal rights.

## Financial Services Compensation Scheme (FSCS)

Both **we** and **AIG** are covered by the FSCS. **You** may be entitled to compensation from the scheme if either party becomes insolvent and cannot meet their obligations under this **policy**. The circumstances of **your** claim will determine whether **you** can make a claim and the amount **you** can claim. The maximum amount the FSCS will pay is 100% of the value of **your** claim, with no upper limit. **You** can obtain more information from the FSCS:

-  0800 678 1100 or 020 7741 4100
-  Financial Services Compensation Scheme  
10th Floor, Beaufort House  
15 St Botolph Street  
London, EC3A 7QU
-  [www.fscs.org.uk](http://www.fscs.org.uk)



# Policy Terms and Conditions

## Important information about your policy

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## Important information about your policy

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Neilson Financial Services Limited is registered in England and Wales under no. 07986483.

**Our** registered office is at Landmark Place, Windsor Road, Slough, Berkshire SL1 1JL.

**Your policy** is underwritten and administered by AIG Life Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and entered on the Financial Services register under reference no. 473752, with permission to effect and carry out contracts of insurance.

AIG Life Limited is registered in England and Wales under no. 6367921. Their registered office is at The AIG Building, 58 Fenchurch Street, London, EC3M 4AB.

This Terms and Conditions document sets out the benefits, terms and exclusions of **your** cover.

Some words or expressions have a special meaning. They appear in bold font and their meaning is explained in the Glossary section on page 18.

After **your** application is accepted by AIG, **we** will issue **you** with a **policy schedule**. **Your** contract of **insurance** with AIG consists of:

- ▶ **your policy schedule**; and
- ▶ this Terms and Conditions document.

# British Seniors Over 50s Life Insurance

## 1. Eligibility

**You** are eligible for British Seniors Over 50s Life Insurance as long as at the **start date you** are:

- ▶ resident in the **United Kingdom**; and
- ▶ aged 50 to 80.

If **you** wish to add a **partner life insured** to the **policy**, the above eligibility criteria applies at the **start date** or if the cover is added to the **policy** later, the date when the **partner life insured** is accepted for cover.

Providing the eligibility criteria is met, AIG guarantee to accept **your** application for British Seniors Over 50s Life Insurance.

## 2. What is covered

In the event of an **accidental death** by a **life insured**:

- ▶ AIG will pay three times the **benefit amount**.

In the event of a non-accidental death by a **life insured**:

- ▶ where death occurred in the first 12 months from the **policy start date** (the **deferred period**), AIG will pay the total of all **premiums** paid towards a **life insured's** cover.
- ▶ where death occurred after the first 12 months from the **policy start date** (after the **deferred period**), AIG will pay the **benefit amount**.

In the event the **life insured** is eligible to take the Cash In amount and they decide to select this option, a return of **premiums** equivalent to 50% of the **benefit amount** is payable.

The **life insured** is eligible to take the Cash In amount, whilst the **policy** is in force, at any time from the later of: the **life insured's** 80th birthday; or 15 years from the **start date**.

## 3. Minimum and maximum benefit amounts

The minimum **benefit amount** for each **life insured** under the **policy** is £1,000. The maximum **benefit amount** for a **life insured** under the **policy** at the **start date** is:

Age at start date	Maximum benefit amount
50–69	£10,000
70–74	£9,000
75–80	£6,000

If **you** apply for cover with a **partner life insured**, **you** can both apply for individual amounts of cover based on the limits above. The **benefit amount you** selected is specified in **your policy schedule**. If **you** request to increase the **benefit amount** after the **start date**, then the maximum **benefit amount** allowed (including any past automated increases) will be based on the **life insured's** age at the date of the request, and any maximum **benefit amounts** applicable at that time.

The lump sum payment is provided on the death of each **life insured** unless the Cash In amount has already been taken.

## 4. What is not covered

During the first 12 months from the **start date** of the **policy** (the **deferred period**), the amount AIG pay for a non-accidental death will be limited to the return of all **premiums** paid towards a **life insured's** cover.

## 5. Cover start and end dates

The British Seniors Over 50s Life Insurance cover starts for each **life insured** on the **start date** as specified in **your policy schedule** and will continue for the whole of each **life insured's** life until the first of the following occurs:

- ▶ the date of death of that particular **life insured**;
- ▶ if two consecutive monthly **premium** payments are missed;
- ▶ the date **you** cancel the **policy**;
- ▶ the date AIG cancel the **policy**; or
- ▶ the date the Cash In amount is taken for that particular **life insured**.

# General conditions and information about your policy

## 1. Premium payments

Your **premium** amount is calculated based on the **benefit amount** you selected; the **life insured's** age; whether you have a **single plan** or **joint plan**; and whether you have selected the Increasing Benefit Option.

The amount of **premium** payable will be stated in **your policy schedule** which will be sent to you at the time you are accepted for cover.

Your **premium** will be debited from your nominated bank account monthly on the date of your choice. All **premiums** are to be paid in **United Kingdom** currency (£ sterling) from a **United Kingdom** bank account. **Premiums** are payable monthly.

If the **life insured** takes the Cash In amount, cover will end for that **life insured** and **premiums** are no longer payable for that cover.

Your **premium** will remain fixed throughout the duration of **your policy**, unless you have chosen the Increasing Benefit Option in which case your **premium** will increase automatically by a fixed amount of 4.5% of your initial **premium amount** each year on your **policy anniversary**, as set out in **your policy schedule**.

**Premiums** for each **life insured** are only payable up until the **policy anniversary** on or following attainment of age 95.

## 2. Increasing Benefit Option

If you select the Increasing Benefit Option, the **benefit amount** will increase automatically by a fixed amount of 3% of your initial **benefit amount** each year on your **policy anniversary**, as set out in **your policy schedule**.

You can ask us at any time not to apply the automatic increase, in which case neither the **benefit amount** nor your **premium** will increase at the next **policy anniversary**. If you opt out of 3 increases in a row, the Increasing Benefit Option will be permanently removed from **your policy** and there will be no further automatic **benefit amount** increases applied and your **premium** will remain fixed.

## 3. Missed premium payments

Your **policy** will end if two consecutive monthly payments are not paid. If your **policy** does not yet qualify for the Cash In Option then the **policy** will end with no value and **AIG** will have no further responsibility in respect of this **policy**.

At **AIG's** absolute discretion, and provided no Cash In amount has already been paid, **AIG** may reinstate the cover if the outstanding **premiums** are paid to them in full, although they reserve the right to make any variation in the cover provided.

As soon as a **premium** payment is missed, we will try to contact you to discuss your payment arrangements and may also reattempt collection of your **premium** from your nominated bank account.

## 4. Changing your insurance

### 4.1 Changes you can make

You may apply, at any time, to change your **policy** during the period of **insurance**, however, **AIG** cannot guarantee that they will be able to make the changes you request. Any changes accepted may be subject to the payment of an additional **premium** based on your age at the time of the request.

If your changes are accepted, you will receive confirmation of these changes, including, if applicable, a new **policy schedule**. The new **policy schedule** will replace all previous versions issued.

You can make various changes to your **policy**, including; updating personal details, adding a **partner life insured** or changing the **benefit amount**.

### 4.2 Changing your benefit amount

If at any time you decide to increase the **benefit amount** for a **life insured** (other than through automatic **benefit amount** increases under the Increasing Benefit Option), then the **benefit amount** increase will be subject to a new **deferred period** from the date the change is made, and the **Cash In eligibility date** in respect of the **benefit amount** increase will be the later of the **life insured's** 80th Birthday or 15 years from the date of the increase.

If you decide to reduce the **benefit amount** for any **life insured** before the **Cash In eligibility date**, then no Cash In amount will be payable at that time. Any future entitlement to a Cash In amount, will be based on the remaining **benefit amount**.

If **you** decide to reduce the **benefit amount** for any **life insured** after the **Cash In eligibility date**, then AIG will pay a Cash In amount equal to 50% of the reduction in the **benefit amount** at that time. Any future entitlement to a Cash In amount, will be based on the remaining **benefit amount**.

If **you** have increased **your benefit amount** on one or more occasion(s), and then later decide to reduce **your benefit amount**, AIG will apply this reduction to the original **benefit amount** and/or benefit increases in the order that gives **you** the highest Cash In amount at that time.

#### 4.3 Changes under a joint plan on a claim

For **joint plans**, should a **life insured** pass away or claim the Cash In value, the remaining **life insured** can continue their cover and pay the required **premiums** under a **single plan** should they wish to do so. The **single plan** will continue under the same terms for the remaining **life insured**.

#### 4.4 Changes AIG can make

AIG can change the terms and conditions of **your policy** that they reasonably consider are appropriate. These changes could affect the amount and type of cover provided under the **policy**. AIG may also make changes due to the result of a change to any applicable legislation or regulation of taxation.

If AIG do decide to make any changes to **your policy**, **we** will write to tell **you** at least 28 days before the change takes effect.

### 5. Annual review of cover

It is **your** responsibility to review the cover annually to ensure it remains adequate for **your** needs.

### 6. Dual insurance

If the **life insured** is covered under more than one British Seniors Over 50s Life Insurance **policy**, the total lump sum payment provided on death under all **policies** combined will be limited to that which would have applied under a single **policy** with a chosen **benefit amount** equal to the maximum **benefit amount** as illustrated in the 'Minimum and maximum benefit amounts' section on page 13.

If a reduction in the amount provided is necessary due to the maximum limits being exceeded, the reduction will be applied to the **insurance policy** most recently commenced and the same proportion of associated **premiums** paid will be refunded.

### 7. Governing law

This **policy** is governed by the laws of England and Wales. All **policy** communication will be in English.

### 8. Data protection notice

**We** and AIG fully comply with all applicable Data Protection Legislation and Regulation which protects the **life insured** when:

- ▶ **we** or AIG contact the **life insured**
- ▶ the **life insured** contacts **us** or AIG
- ▶ the **life insured** visits **our** website.

**We** promise to keep the **life insured's** data safe and private, give them ways to manage their marketing choices at any time and not sell their data to anyone else.

**We** shall endeavour to ensure that the personal information **we** obtain and use will always be held, used, transferred and otherwise processed in accordance with applicable data protection laws and regulations.

The Data Protection Law allows **us** to use personal information only if **we** have a clear reason to do so. In order to meet these requirements, **we** will only process personal data in the following circumstances:

- ▶ when **we** have a legitimate interest to do so;
- ▶ when **we** have a legal duty to;
- ▶ in the absence of any of the above, when the **life insured** consents to it.

The **life insured** understands that **we**, and AIG, have a legal obligation to ensure that the information within the records held is kept up to date, but can only do so if provided with the up to date information by the **life insured**.

By providing personal information, the **life insured** consents that this information will be used by **us**, AIG, their reinsurers and **our** service suppliers for administration and customer service, including claims handling.

The **life insured** understands that **we** will only use their personal information to send them marketing messages if **we** have their explicit consent to do so. The **life insured** understands that they can withdraw their consent to receive marketing messages at any time by informing **us**.

The **life insured** is able to contact **our** Data Protection Compliance Manager at any time, to request a paper copy of **our** Privacy Policy. Alternatively, please visit **our** website where **you** can view and download a copy.

## 9. Accuracy of Information

AIG may not pay part or all of a claim and may have the right to cancel the **policy** at the time if, when **you** applied for the **policy** or when making a claim, the **life insured** failed to answer all of AIG's questions truthfully, accurately and completely to the best of their knowledge and/or the **life insured** does not provide all the information **we** ask for, and/or the **life insured** does not tell **us** of any inaccuracies before or immediately after **your policy** is issued.

If the **life insured's** date of birth as shown on **your policy schedule** is incorrect, the terms of the **policy** shall be cancelled and reissued based on terms that would have applied if the correct date of birth had been given. This could include increasing the amount of **premium** payable, reducing the **benefit amount** or cancelling this **policy**.

## 10. How to make a death claim

Claims should be made as soon as possible after the death occurs. To make a death claim under this **policy**, please contact **us**:

☎ 0800 542 7618, weekdays from 9am to 7pm

✉ Customer Services  
British Seniors Insurance Agency  
PO Box 4555, Slough, SL1 0TT

📧 claims@britishseniors.co.uk

Once a claim request is received, **we** will send a claim form to be completed, signed and returned. AIG will require proof of a death to assess the claim.

AIG may also require the **life insured's** treating doctor or a **medical specialist** to complete a report which will be at their expense. It may also be necessary to access the **life insured's** medical records. AIG may also require further information or documentary evidence to assess the claim.

If any information or documentation that would reasonably be required to assess the claim is not provided by the claimant, AIG will not be able to process the claim until the information or documentation is made available.

Once the claim is accepted, AIG will pay the lump sum due to **you** or the person who is legally entitled to it, whichever is appropriate.

If applicable, AIG will refund any **premium(s)** collected after the date of death in respect of the **life insured** where a valid claim is made in respect of the **life insured**.

When AIG pay a claim, the life **insurance** cover will end for that **life insured** and they will have no further responsibility under the **insurance** for that **life insured** following such payment.

## 11. How to make a Cash In claim

If the **life insured** is eligible to take the Cash In amount and they wish to select this option, please contact **us**:

☎ 0800 542 7618, weekdays from 9am to 7pm

✉ Customer Services  
British Seniors Insurance Agency  
PO Box 4555, Slough, SL1 0TT

📧 claims@britishseniors.co.uk

Once the claim is accepted, AIG will pay the lump sum due to **your** nominated bank account.

When AIG pay a claim, the life **insurance** cover will end for that **life insured** and no subsequent death claim can be made for that cover.

## 12. Cancellation rights

**You** have 30 days from the date on which **you** receive **your policy** documents to make sure **you** are happy with **your** cover and decide whether **you** want to keep it. If **you** want to cancel **your** cover within this period, please contact **us**:

☎ 0800 542 7618, weekdays from 9am to 7pm

✉ Customer Services  
British Seniors Insurance Agency  
PO Box 4555, Slough, SL1 0TT

📧 service@britishseniors.co.uk

After **we** receive **your** cancellation request, **your** cover will be cancelled and **you** will be sent a letter of confirmation. Any **premium you** may have paid will be refunded, subject to no valid claim being made.

If **you** wish to cancel **your** cover after the 30 day period, **you** can do this by contacting **us**. If **you** do, **you** will not receive any refund of **premium**.

The **life insured** will be due the Cash In amount if the cover is cancelled after the **Cash In eligibility date**, if this amount has not already been paid.

If **you** do not cancel, **your policy** will start and end as set out in the Terms and Conditions and **your policy schedule**. AIG will collect **premiums** as agreed.

AIG can cancel this **policy** in any of the following circumstances:




- ▶ if they believe a claim to be false or fraudulent;
- ▶ if the incorrect date of birth of a **life insured** was given at the time of application; or
- ▶ if two consecutive **premium** payments were not paid when due.

### 13. Complaints procedure

If **you** wish to make a complaint, please contact **us**:

 0800 542 7618, weekdays from 9am to 7pm

 Customer Services  
British Seniors Insurance Agency  
PO Box 4555, Slough, SL1 0TT

 [service@britishseniors.co.uk](mailto:service@britishseniors.co.uk)


When contacting **us**, please confirm **your policy** number.


Depending upon the nature of **your** complaint, **we** may deal with **your** complaint directly or send it through to AIG.

**We**, or AIG, will aim to deal with **your** complaint promptly. If **your** complaint cannot be addressed immediately, an acknowledgment letter will be sent to **you** within five working days of receipt of **your** complaint.

**Your** complaint will continue to be investigated and if **we**, or AIG, are unable to respond within four weeks of receipt of **your** complaint, **you** will receive written confirmation that **your** complaint is still being investigated. Within eight weeks of receiving **your** complaint, **you** will either be sent the full and final response detailing the results of the investigation or it will be confirmed that the investigations are still on-going.

If **you** remain dissatisfied after **you** have received the full and final response or, after eight weeks, **you** do not wish to wait for the investigations to be completed, **you** can refer **your** complaint to the Financial Ombudsman Service (FOS):

 0800 023 4567 or 0300 123 9123


 The Financial Ombudsman Service  
Exchange Tower  
London, E14 9SR

 [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Following this complaints procedure will not affect **your** legal rights.

### 14. Financial Services Compensation Scheme (FSCS)

Both **we** and AIG are covered by the FSCS. **You** may be entitled to compensation from the scheme if either party becomes insolvent and cannot meet their respective obligations under this **policy**. The circumstances of **your** claim will determine whether **you** can make a claim and the amount **you** can claim. The maximum amount the FSCS will pay is 100% of the value of **your** claim, with no upper limit. **You** can obtain more information from the FSCS at:

 0800 678 1100 or 020 7741 4100

 Financial Services Compensation Scheme  
10th Floor, Beaufort House  
15 St Botolph Street  
London, EC3A 7QU

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

# Glossary

In this document, some words appear in bold font, for example, **policy**. These words have special meanings as explained below.

**Accident** means an event resulting in bodily injury occurring whilst this **policy** is in force, where the injury is directly and solely caused by accidental, violent and external means and where the injury is not self-inflicted.

**Accidental death** means death occurring as a direct result of an **accident** which took place while the **life insured** was covered under the **policy** and where death occurs within 90 days of the **accident**.

**Benefit amount** means the amount of cover chosen by **you** and used to determine the lump sum payment provided under this **policy** in respect of a **life insured**. The benefit amount for each **life insured** is shown in the **policy schedule**.

**Cash In eligibility date** is the date from which the **life insured** is eligible to take the Cash In amount, whilst the **policy** is in-force and is the latest of the following dates:

- ▶ the **life insured's** 80th Birthday; or
- ▶ 15 years from the **start date**.

**Deferred period** means the period the **life insured** has to wait before being eligible for a non-accidental death to be covered.

**Insurance** means, in respect of a **life insured**, the **benefit amount** that has been applied for by the **policy holder** and accepted by AIG as indicated on the **policy schedule**.

**Joint plan** – this plan applies if there is a **policy holder** and a **partner life insured** as detailed on the **policy schedule**. A joint plan comprises of two policies, one for each **life insured**, administered together under the same master policy number.

**Life insured** means the **policy holder** and, if applicable, the **partner life insured**.

**Medical specialist** means a person who:

- ▶ holds an appointment as a Consultant at a hospital in the **United Kingdom** or country where the insured event giving rise to the claim arose;
- ▶ is acceptable to AIG's Chief Medical Officer; and
- ▶ is a specialist in an area of medicine appropriate to the cause of the claim.

The medical specialist must not be a **life insured** under this **policy**, their spouse, partner, relative or business associate.

**Partner life insured** means a person named in the **policy schedule** as the partner life insured. A partner is either a legal spouse, civil partner or common law partner of the **policy holder**.

**Policy** means the legal contract between the **policy holder** and AIG. The Policy Terms and Conditions, **your** application, any future application accepted by AIG and the current **schedule** make up the policy.

**Policy anniversary** means the anniversary of the date on which **your** first **premium** payment for this **policy** was requested.

**Policy holder** means the owner of this **policy**. This **policy** may not be transferred to a third party.

**Premium** means the amount of money AIG charge **you** on a monthly basis for this **policy**.

**Schedule** means the schedule to this **policy**, or any replacement **policy** schedule, issued by **us** and showing the details of the cover provided by this **policy**.

**Single plan** – this plan applies if the **policy holder** is the only person detailed on the **policy schedule**.

**Start date** means the date an application for a **life insured** is accepted by AIG and cover starts as set out in **your policy schedule**. If changes are made to **your policy** after the start date, these changes and any applicable **deferred periods** are effective from the date of the change.

**United Kingdom** means England, Northern Ireland, Scotland or Wales.

**We, us, our** means British Seniors Insurance Agency who are responsible for arranging and issuing **your policy** and carrying out administration on behalf of the insurer, AIG Life Limited.

**You, your** means the **policy holder**.






**British  
Seniors  
Insurance  
Agency®**

 **0800 542 7618**

Lines are open from 9am to 7pm Monday to Friday (excluding Bank Holidays).  
Calls are recorded for training and quality purposes.

 [service@britishseniors.co.uk](mailto:service@britishseniors.co.uk)

 **British Seniors Insurance Agency,  
PO Box 4555, Slough, SL1 0TT.**

## **Customers with Disabilities**

This document and other associated documentation are also available in other formats. If you require an alternative format, please contact British Seniors.