



FRANKLi'''

Mortgage Life Insurance

Key Facts and Policy Terms & Conditions



Welcome to **FRANKLi**

Now you've chosen FRANKLi to help take care of your family, you can feel confident that they can carry on with life as you would want it, should the worst happen.

Life carries on...

Life is never predictable. But with FRANKLi you'll know you've done the right thing by protecting your loved ones should you die. It means your family will have the financial help they need to cope with mortgages, loans and day-to-day expenses – so that life can carry on as you would want it to.

FRANKLi Mortgage Life Insurance is provided by AIG Life Limited (AIG). AIG is the life insurance arm in the UK of American International Group, Inc. – a leading global insurance organisation with 100 years experience, so you can be confident knowing that your policy is backed by a respected and secure organisation.

It's also good to know that FRANKLi Mortgage Life Insurance has been independently rated 5 Stars by Defaqto. This is the highest rating it's possible to get. That's a reassuring thumbs up.

With FRANKLi Mortgage Life Insurance in place, you'll be protected 24 hours a day, 7 days a week, anywhere in the world. So whatever happens, life carries on...

About this document

This document will help you understand the main considerations that you need to think about when deciding whether FRANKLi Mortgage Life Insurance is right for you.

The document is split into two parts:

1. The '**Key Facts**' section which provides you with a summary of your policy; and
2. The '**Policy Terms & Conditions**' which contains the full details of your policy, including what is covered and what is not covered.

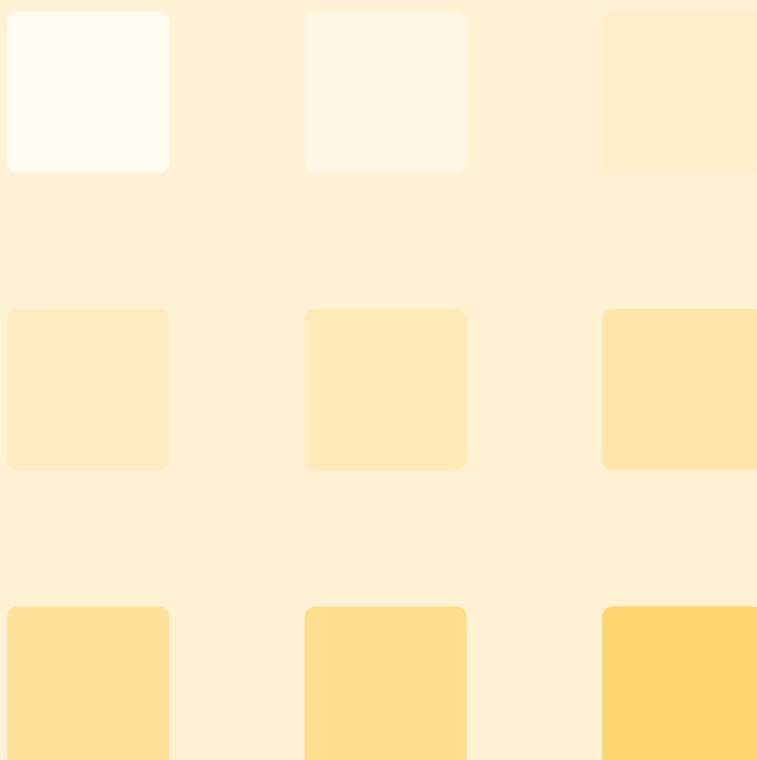
Your Policy Terms & Conditions, policy schedule and statement of fact together make up your contract with AIG Life Limited. If there's anything that isn't clear or you have any questions, please call us on **0800 542 7981**.

The language we use in this document

Some words or expressions used in this document have a special meaning. They will appear in bold font, and their meaning is explained in the Glossary section on page 22.

'We', 'us' or 'our' means FRANKLi. 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 FRANKLi Mortgage Life Insurance

keyfacts®

The Key Facts of the **policy** provide **you** with a summary of FRANKLi Mortgage Life Insurance. The full Policy Terms & Conditions are contained later in this document, on page 12.

About us

Who provides FRANKLi Mortgage Life Insurance?

Your policy is arranged and issued by FRANKLi. FRANKLi 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.

AIG Life Limited underwrite and administer **your policy**. AIG Life Limited 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.

Throughout this document, AIG means AIG Life Limited.

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/sfcr

Who is the Financial Conduct Authority?

The Financial Conduct Authority is a financial services regulator. It requires AIG to give **you** the important information contained within this document to help **you** to decide whether FRANKLi Mortgage 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 FRANKLi 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. FRANKLi only offer life insurance from AIG Life Limited.



What is FRANKLi Mortgage Life Insurance?

FRANKLi Mortgage Life Insurance provides a lump sum of money (**benefit amount**) if the **life insured** was to pass away or suffer from a **terminal illness**. You can select a **benefit amount** up to £750,000 depending on the **life insured's** age.

This product meets the demands and needs of those who would like a **benefit amount** to pay off their outstanding mortgage repayments, should they die or be diagnosed with a **terminal illness**. This product is not suitable for customers who have an interest only mortgage.

Who can take out cover?

A **life insured** is eligible to apply, if at the **start date** they are resident in the **United Kingdom** and aged at least 18 and under 85.

Cover is available for **you** alone under a **single plan**, or for **you** together with a **partner life insured**, under a **joint plan**.

What is covered?

The **benefit amount** will be payable if the **life insured** dies or is diagnosed with a **terminal illness**. Under a **joint plan**, the **benefit amount** is payable upon the first **life insured** to die or suffer from a **terminal illness**.

The **benefit amount** is decreasing which means that the amount of **your insurance** decreases each month, to reach zero when **your insurance** ends. This works in the same way as the outstanding amount on a repayment mortgage with an annual interest rate of 8%.

What is the Mortgage Guarantee?

If at the time of making a successful claim, the **benefit amount** is less than the amount of the **life insured's** outstanding mortgage, AIG will pay the amount outstanding on the mortgage, provided that:

- *the difference between the **benefit amount** and the outstanding mortgage is solely due to the mortgage being charged an annual interest rate higher than 8%;*
- *the initial annual interest rate charged on the mortgage at the **policy start date** was less than 10%;*
- ***your policy** does not end before **your mortgage** is due to be repaid; and*
- *the **benefit amount** at the **policy start date** was at least the size of the mortgage, or the part of the mortgage **your policy** covers.*

What is not covered?

The **benefit amount** will not be paid if the **life insured** dies or is diagnosed with a **terminal illness** that is caused by an intentional self-inflicted injury that occurs within 12 months from the **start date** of the **policy**.

For full details about what is covered and what is not covered under FRANKLi Mortgage Life Insurance, please refer to the Policy Terms & 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(s)** selected;*
- *whether you have a **single plan** or **joint plan**;*
- *the **policy term** selected;*
- ***your**, and if applicable, **your partner's**, personal circumstances, for example age, health, lifestyle, family history and occupation.*

The amount of **premium** payable for **your policy** 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 and will not change throughout the duration of **your policy**.

When does cover end?

The FRANKLi Mortgage Life Insurance cover ends when the first of the following occurs:

- *the date of death or payment of a **terminal illness** claim;*
- *the date **you** cancel the **policy**;*
- *the date **AIG** cancel the **policy**;*
- *if two consecutive **premium** payments are missed; or*
- *the date the **policy term** expires or the **policy anniversary** on or following the attainment of age 89.*

The **policy term** can be between 5 and 40 years and is specified in **your policy schedule**.

General Information

What is my responsibility under the policy?

When **you** hold a FRANKLi Mortgage Life Insurance **policy**, it is **your** responsibility to:

- *ensure regular monthly **premiums** are paid throughout the duration of the **policy**;*
- *tell **us** when **you** 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**; and*
- *check the **statement of fact** and inform **us** if there is anything that is inaccurate or incorrect. The **statement of fact** shows health and lifestyle information and is sent to **you** once **you** have been accepted for cover.*

If there is a **partner life insured** covered under this **policy**, they have a responsibility to answer all the questions asked by **us** truthfully, accurately and completely to the best of their knowledge when applying for the **policy**. Additionally, the **partner life insured** must check the **statement of fact** and inform **us** if there is anything that is inaccurate or incorrect.

What are the things to consider?

No cash-in value

The **policy** has no cash-in value at any time.

Effects of inflation

The value of the **benefit amount you** select may not keep up with inflation and as such the value may reduce over time.

Missed premiums

If two consecutive **premium** payments are missed when due, **your policy** will end with no value and cover under this **policy** will no longer be provided.

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. The **life insured** 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 above.

Benefit amount may not be paid

If a **life insured** does not disclose relevant and accurate information asked at the time of application or a **life insured** does not let **us** know of any inaccuracies in the **statement of fact** that will be sent to **you** immediately after **your** application, any claims made under this **policy** may not be paid and **your policy** may be cancelled, or only part of the **benefit amount** may be paid, depending on the circumstances.




How do I cancel the policy?

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 policy**, **you** must contact **us** within the 30-day period for a full refund, subject to no valid claim being made.

If **you** cancel **your policy** after the 30-day period, then **you** will not receive any refund of **premium**.




To cancel, please contact **us**:

-  0800 542 7981 (weekdays between 9am and 7pm)
-  Customer Services – FRANKLi, PO Box 4555, Slough, SL1 0TT
-  service@frankli.com

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




How do I make a claim?

To make a claim under this **policy**, please contact **us**:




-  0800 542 7981 (weekdays between 9am and 7pm)
-  Customer Services – FRANKLi, PO Box 4555, Slough, SL1 0TT
-  claims@frankli.com

How do I make a complaint?

We hope that **you** never have reason to complain, but if **you** do, **we** will do **our** best to work with **you** to resolve it. Please contact **us**:

-  0800 542 7981 (weekdays between 9am and 7pm)
-  Customer Services – FRANKLi, PO Box 4555, Slough, SL1 0TT
-  complaints@frankli.com

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) at:

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

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

What is the 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 cannot meet their respective obligations under the **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



Policy Terms & Conditions

A Important information
about your policy

1. The providers of your policy

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AIG Life Limited underwrite and administer **your policy**. AIG Life Limited 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.

2. Your Policy Terms & Conditions document

This Policy Terms & Conditions document sets out the benefits, terms and exclusions of **your** cover. Please read it carefully and keep it in a safe place. **Your** Policy Terms & Conditions, **policy schedule** and **statement of fact** together make up **your** contract with AIG Life Limited.

Throughout this document, AIG means AIG Life Limited.

Some words or expressions used in this document have a special meaning. They will appear in bold font, and their meaning is explained in the Glossary section on page 22.

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



B FRANKLi Mortgage Life Insurance Cover

1. Eligibility

To be eligible to apply for cover under this **policy**, **you** (and if applicable, **your partner life insured**) must be resident in the **United Kingdom** and aged at least 18 and under 85 at the **start date**.

2. What is covered

AIG will pay the FRANKLi Mortgage Life Insurance **benefit amount** if, whilst covered under the **policy**, the **life insured** dies or is diagnosed with a **terminal illness** where death is expected within 12 months and has been diagnosed by a **medical specialist**. Under a **joint plan**, the **benefit amount** is payable upon the first **life insured** to die or suffer from a **terminal illness**.

The **benefit amount** is decreasing which means that the amount of **your insurance** decreases each month, to reach zero when **your insurance** ends. This works in the same way as the outstanding amount on a repayment mortgage with an annual interest rate of 8%.

For a death claim or **terminal illness** claim, the **life insured** can be residing anywhere in the world. With a **terminal illness** claim, however, the diagnosing **medical specialist** must be in an **eligible country**. AIG may consider claims that fall outside their geographical restrictions if they are satisfied that they can obtain sufficient and reliable information to allow them to fully assess a claim.

3. Amount of cover

The minimum and maximum **benefit amounts** available under the **policy** at the **start date** are specified in the tables below:

3.1 Minimum **benefit amounts**:

Age at start date	Minimum benefit amount
18–24	£120,000
25–29	£80,000
30–34	£60,000
35–39	£40,000
40–84	£20,000

3.2 Maximum **benefit amounts**:

Age at start date	Maximum benefit amount
18–39	£750,000
40–44	£600,000
45–49	£400,000
50–64	£300,000
65–74	£100,000
75–84	£50,000

If **you** have a **joint plan**, the **benefit amount** is provided upon the death or **terminal illness** of the first **life insured** to die.

The **benefit amount** will decrease throughout the duration of the **policy**. The **benefit amount** payable under **your policy** is specified in **your policy schedule**.

4. What is not covered

AIG will not pay a **benefit amount** if the **life insured** dies or is diagnosed with a **terminal illness**, directly or indirectly as a result of an intentional self-inflicted injury, that occurs within 12 months from the **start date** of the **policy**.

AIG will not pay a **terminal illness** claim if the claim is submitted after the **policy** has ended.

5. Cover start and end dates

The FRANKLi Mortgage Life Insurance cover starts for each **life insured** on the **start date** as specified in **your policy schedule**. The cover will end when the first of the following occurs:

- the date of death or payment of a **terminal illness** claim;
- the date **you** cancel the **policy**;
- the date AIG cancel the **policy**;
- if two consecutive **premium** payments are missed; or
- the date the **policy term** expires or the **policy anniversary** on or following the attainment of age 89.

The **policy term** can be between 5 and 40 years and is specified in **your policy schedule**.

C General conditions and information about your policy

1. Premium payments

Your premium amount is calculated based on the **benefit amount you** selected, the **policy term you** selected, whether **you** have a **single plan** or **joint plan**, and the **life insured's** personal circumstances, for example, age, health and lifestyle, family history and occupation.

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**.

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.

2. Missed premium payments

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.

If two consecutive monthly **premium** payments are not paid, this **policy** will automatically end with no value and AIG will have no further responsibility in respect of this **policy**.

At AIG's absolute discretion, they 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.

3. Mortgage Guarantee

If at the time of making a successful claim, the **benefit amount** is less than the amount of the **life insured's** outstanding mortgage, AIG will pay the amount outstanding on the mortgage, provided that:

- *the difference between the **benefit amount** and the outstanding mortgage is solely due to the mortgage being charged an annual interest rate higher than 8%;*



- *the initial annual interest rate charged on the mortgage at the **policy start date** was less than 10%;*
- ***your policy** does not end before **your mortgage** is due to be repaid; and*
- *the **benefit amount** at the **policy start date** was at least the size of the mortgage, or the part of the mortgage **your policy** covers.*

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 AIG accept may be subject to the payment of an additional **premium** based on the **life insured's** age and personal circumstances at the time of the request.

You can apply to make changes to **your policy**, including; updating personal details or reducing the **benefit amount**.

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

4.2 Changing from a joint plan to a single plan

If **you** hold a **joint plan** and **you** would like to apply to change **your policy** to a **single plan**, this must be requested by the **policy holder**. If this change is accepted, the **single plan** will continue under the same terms for the remaining **life insured**. The **partner life insured** can become the main **policy holder** with the consent of both parties.

4.3 Changes to your medical circumstances after the policy starts

If, after the **start date**, **you** or the **partner life insured**, should suffer symptoms of, or are diagnosed with, or is treated for any new medical condition which **you** were unaware of before the **start date**, this will not affect the **policy** and **you** do not need to notify **us** of this change.

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. Multiple policies

If the **life insured** is covered under more than one life insurance **policy** held with FRANKLi, the total **benefit amount** provided on death or **terminal illness** under all policies combined will be limited to that which would have applied under a single **policy** with the chosen **benefit amount** equal to the maximum **benefit amount** as illustrated in the 'Amount of Cover' 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 will 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 Officer 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.

The **life insured** is also able to view AIG's Privacy Policy at www.aiglife.co.uk/privacy-policy

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 claim

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

☎ 0800 542 7981 (weekdays between 9am and 7pm)

✉ Customer Services – FRANKLi, PO Box 4555,
Slough, SL1 0TT

📧 claims@frankli.com

Once a claim request is received, AIG will contact the claimant and will send a claim form to be completed, signed and returned.

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, such as, a death certificate.

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 **benefit amount** 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**, or the date of **terminal illness** diagnosis by a **medical specialist** where a valid claim is made in respect of the **life insured**.

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



11. Support during a claim

Under the FRANKLi Mortgage Life Insurance **policy**, the **life insured** may be eligible to receive a free claims support contribution up to £300, in addition to any **benefit amount** that is payable. The claims support contribution can support the **life insured** if they are diagnosed with a **terminal illness** or, to support the **life insured's** family should the **life insured** die.

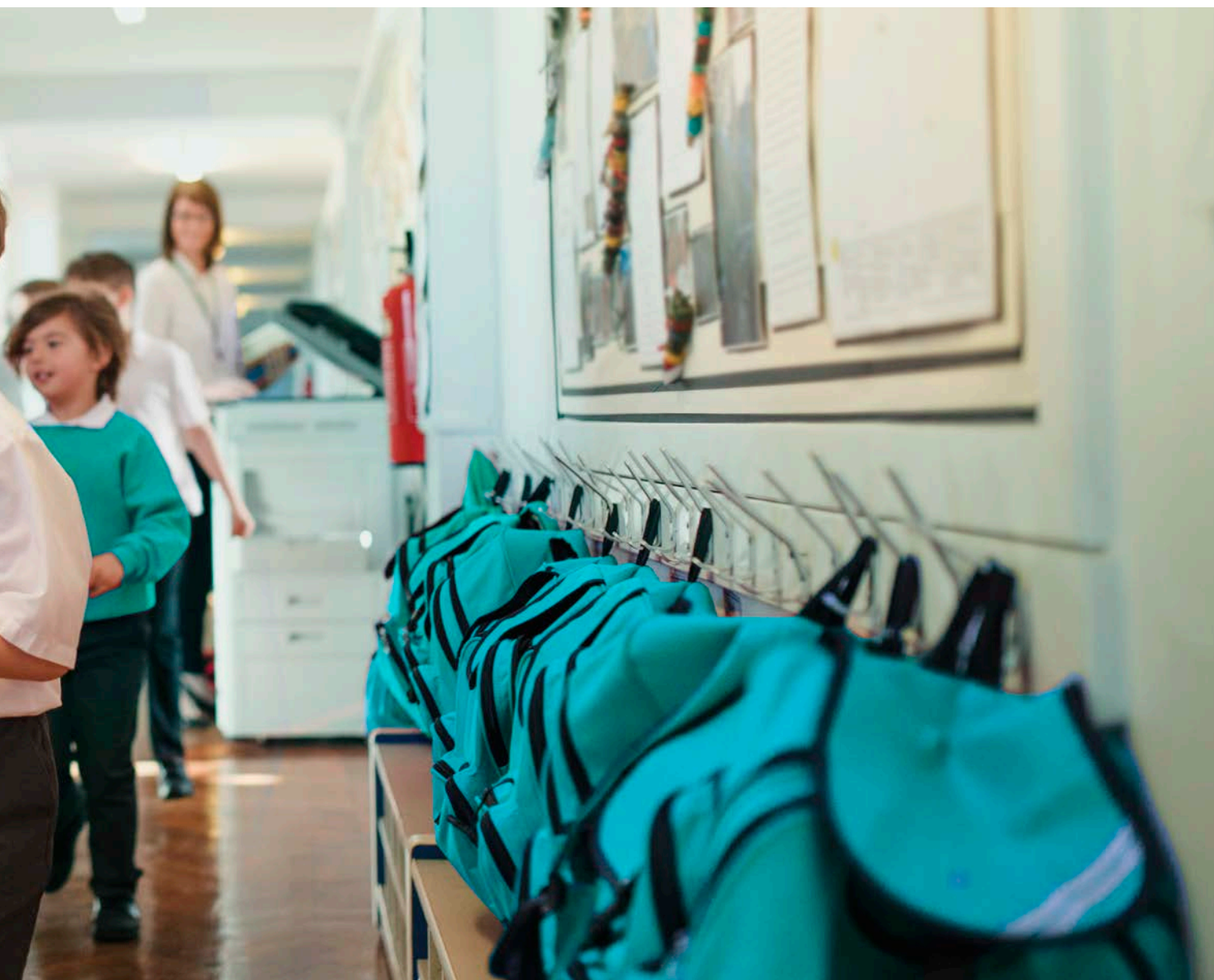
The services that are covered by this support payment will depend on the circumstances but could range from bereavement counselling to the cost of taking taxis to hospital appointments during end of life care.

AIG need to approve the services and agree their cost and may require receipts to be provided. Whether they approve the service depends on the situation of the **life insured** and, if applicable, the advice of their doctor.

Should the **life insured** or the person claiming wish to receive support during a claim, please contact **our** claims team:

- ☎ 0800 542 7981 (weekdays between 9am and 7pm)
- ✉ Customer Services – FRANKLi, PO Box 4555, Slough, SL1 0TT
- 📧 claims@frankli.com

Please remember that if AIG pay for support services, it does not necessarily mean AIG will approve a claim under **your policy**.



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 policy**, **you** must contact **us** within the 30-day period for a full refund, subject to no valid claim being made.

If **you** cancel **your policy** after the 30-day period, then **you** will not receive any refund of **premium**.

To cancel, please contact **us**:

 0800 542 7981 (weekdays between 9am and 7pm)

 Customer Services – FRANKLi, PO Box 4555, Slough, SL1 0TT

 service@frankli.com

After **we** receive **your** cancellation request, **your** cover will be cancelled and **you** will be sent a letter of confirmation.


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


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

- *due to the **life insured's** non-disclosure of any information that would affect the cover provided under this **policy**;*
- *if AIG 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

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. Please contact **us**:

 0800 542 7981 (weekdays between 9am and 7pm)

 Customer Services – FRANKLi, PO Box 4555, Slough, SL1 0TT

 complaints@frankli.com

Please supply **your policy** number so that **your** complaint can be dealt with promptly.


Depending upon the nature of **your** complaint, **we** may deal with **your** complaint directly or send it through to AIG. If **we** or AIG cannot resolve **your** complaint 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

Following the 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



Glossary

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

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**.

Eligible country means one of the following: Australia, Austria, Belgium, Canada, Channel Islands, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, Ireland, Isle of Man, Italy, Japan, Luxembourg, Malta, The Netherlands, New Zealand, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, **United Kingdom**, USA.

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 applies if there is a **policy holder** and a **partner life insured** as detailed on the **policy schedule**.

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 an **eligible country**;
- 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.

All diagnoses made by a medical specialist must be confirmed by AIG's Chief Medical Officer.

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 & Conditions, **your** application, any future application accepted by AIG, the **statement of fact**, the current **policy schedule** and any special conditions, amendments or endorsements make up the policy.

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

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

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**.

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

Single 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 exclusions are effective from the date the change is made.

Statement of fact means a statement of the health and lifestyle information supplied by **you**, and if applicable the **partner life insured**, on which **your policy** is based.

Term means the total length of time the **policy** runs for from the first **premium** collection date, as specified in the **policy schedule**.

Terminal illness means a definite diagnosis by the attending **medical specialist** of an illness that satisfies both of the following:

- The illness either has no known cure or has progressed to the point where it cannot be cured; and
- In the opinion of the attending **medical specialist**, the illness is expected to lead to death within 12 months.

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

We, us, our means FRANKLi who is responsible for arranging and issuing **your policy**.

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

A claim for terminal illness must be submitted before the **policy** has ended.





0800 542 7981

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



service@frankli.com



FRANKLi, 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 FRANKLi.