

# Mortgage Protection



## Policy Summary



This policy summary brings some important points to your attention. It does not contain the full terms and conditions of this insurance. Full terms and conditions can be found in the policy wording.

Monster's Mortgage Insurance is designed to protect your mortgage repayment plus up to an additional 25% for other regular monthly commitments and pay a benefit should you be unable to work as a result of an Accident, Sickness or Unemployment, (depending on the cover you have selected which is shown on your Insurance Schedule). It is renewed automatically each month on receipt of your premium until the termination date or earlier cancellation.

Please read this together with the policy wording as it will help you to decide if this insurance is right for you. Once accepted, please review your cover regularly to ensure it remains suitable for your needs. You should advise us if your circumstances change, such as a change to your employment status or regular income, as it may affect your eligibility to claim.

## About Us

Your policy is underwritten by AmTrust International Underwriters Limited, whose registered office is at 40 Westland Row, Dublin 2, Ireland. AmTrust International Underwriters Limited are registered in Ireland under registration number 169384 and are authorised by the Irish Financial Services Regulatory Authority. AmTrust International Underwriters Limited are regulated for conduct of UK business under FSA Ref. No. 203014.

This policy is provided and administered by Wessex Group on behalf of AmTrust International Underwriters Limited. Wessex Group is the trading name of WIMS Ltd, registered in England no. 3729853 and Wessex Administration Services Ltd registered in England no. 1871314. Registered office: Jewry House, Jewry Street, Winchester, Hampshire SO23 8RZ. WIMS Ltd is authorised and regulated by the Financial Services Authority (FSA) no. 306840. Wessex Administration Services Ltd is an appointed representative of WIMS Ltd.

Monster Insurance is the trading name of FIUK.com Limited who are appointed representatives of Wessex Group. FIUK.com Limited is registered in England and Wales no. 05096433. Registered office: Brooklawn, 12 Littleworth Road, Esher, Surrey KT10 9PD.

## KEY FEATURES AND BENEFITS

### What am I covered for?

You are able to cover your monthly mortgage repayment amount plus up to 25% for other regular monthly commitments. You can insure up to £1,500 or 75% of your individual gross monthly income (whichever is the lesser).

Depending on the cover you have chosen (which will be shown on your Insurance Schedule), we will provide your chosen monthly benefit if:-

- You are unable to work due to an accident or sickness and remain off work for the duration of the Waiting Period (see table overleaf).
- You are made unemployed and remain unemployed for the duration of the Waiting period (see table overleaf).

You are able to choose from the following combinations of cover:-

Accident, Sickness and Unemployment  
Accident and Sickness Only

Unemployment cover also includes Carer Cover which means that you may be entitled to claim if you become a Carer for an immediate member of your family.

### Am I eligible?

To be eligible for this policy, at the start date you must be:-

- Over 18 and under the age of 64 (covers ends at age 65)
- UK Resident (England, Scotland, Wales and Northern Ireland)
- Actively working for 16 hours or more per week and have been so continuously for the previous 6 months
- A named party to a mortgage agreement (on your main residence) which is not in arrears.

You must not be:-

- Aware of any impending unemployment. You will not be able to claim for any period of unemployment which you were aware of at the start date of this policy or which occurs within the initial exclusion period - *see page 5 Unemployment Cover - What is and what is not covered 2.1, 2.2, 2.3 and 2.4.*
- Aware of any impending disability
- In casual, seasonal or temporary employment
- Currently unable to attend your place of work due to an accident or sickness unless you are on maternity, paternity, adoption or parental leave.

## How much do I have to pay?

The cost of the monthly premium will depend on the benefit level and type of cover you have chosen. The monthly premium will be shown on your Insurance Schedule and includes insurance premium tax (IPT). Your policy is renewed automatically each month on receipt of each monthly premium paid.

## How long does my policy last for?

This policy starts on the agreed start date and is renewed automatically each month on receipt of your premium until one of the following events:-

- You cease to be a UK resident
- Date of your death
- Date you retire or reach the age of 65, whichever is first
- The date you cancel your policy
- The date we cancel your policy
- 30 days after the date your premium becomes unpaid
- You are no longer a named party to a mortgage agreement (on your main residence).

## How is a claim calculated?

You are also able to choose the Excess Period for each cover type selected. The Excess Period and Waiting Period applicable to your policy will be shown on your Insurance Schedule. Depending on the Excess Period you have chosen, your claim benefits will be paid as per the table below:-

Excess Period	Waiting Period	Claim Application
The number of days at the start date of your claim for which nothing is payable	The number of days that you must be off work before your claim payments commence	One monthly benefit will be paid after you have been off work continuously for the Waiting Period. Subsequent payments will be calculated on a daily basis and paid monthly in arrears.
0	30	
30	60	
60	90	
90	120	
180	210	

For example, if you have chosen a 60 day Excess Period, benefits will be paid as follows:-

Day 0	Day 30	Day 60	Day 90
		→	You Wait
Nothing is payable			←
			We Pay

You can choose the maximum number of payments you would like to receive in respect of any one claim. The number of benefits you have chosen will be shown on your Insurance Schedule.

### Accident or Sickness

A claim is calculated from the date you are first signed as unfit for work by a Doctor. You then need to be totally unfit for work for the duration of the Waiting Period. At the end of this period we will pay one monthly benefit - please note that no benefit is paid for the duration of the Excess Period. Benefit will continue to be paid monthly in arrears for each subsequent day you are unable to work until the earliest of the following dates:-

- The date on which you return to work or are signed as fit to return to work
- We have paid the maximum number of monthly benefits in respect of any one claim
- The termination date of your policy (*please refer to Page 13 Policy Termination of your policy wording*).

## Unemployment

A claim is calculated from the date you first register with the Department for Work and Pensions as being unemployed. You then need to be unemployed and actively seeking employment for the duration of the Waiting Period. At the end of this period we will pay one monthly benefit - please note that no benefit is paid for the duration of the Excess Period. Benefit will continue to be paid monthly in arrears for each subsequent day you are registered as unemployed until the earliest of the following dates:-

- The date on which you return to employment
- The date on which you are no longer registered as unemployed and actively seeking work
- We have paid the maximum number of monthly benefits in respect of any one claim.
- The termination of your policy (*please refer to Page 13 Policy Termination of your policy wording*).

## Carer Cover

If you have selected Unemployment Cover and you become a Carer for an immediate member of your family (during the period of your insurance), we will pay a single amount equal to your monthly benefit times the maximum benefit period (shown on your insurance schedule). This benefit is not available if you have selected Accident and Sickness cover only.

# SIGNIFICANT EXCLUSIONS AND LIMITATIONS

## Contract Terms

You have the advantage of a Monthly Policy that gives you the flexibility to change your cover, the benefits payable or to cancel your policy at any time you choose. The monthly premium you have been given is reviewable, which means that the insurer can review and either increase or decrease the premium, providing the necessary notice has been given to you in a durable medium (by email or in writing) to you at your last known contact address. The insurer also has the right to vary the terms and conditions of this policy at any time again providing the necessary notice has been given to you.

Notice period:

60 days notice of any variation in the terms and conditions of this policy or any change in the premium payable - *please refer to Page 12 Making Changes of your policy wording*

There are a number of circumstances that may give rise to the insurers changing their terms or premiums payable which can include, but is not limited to, significant adverse claims experience, significant increase in operating costs for the insurer or administrator, inflation, economic and environmental factors, changes in legislation, taxation or interest rates - *please refer to Page 12 Making Changes of your policy wording*.

## Other Limitations

There are certain limitations to claiming unemployment benefit if you are self-employed, a contract worker, a sub-contractor or have more than one job. *Please refer to Pages 6 - 7 Special notes of your policy wording* if you fall into this category.

If during a claim for accident, sickness or unemployment, you are receiving any other similar insurance benefit for accident, sickness or unemployment, then the amount claimed under this policy will be reduced, so that in total the sum of benefit you receive under this policy plus any continuing benefits does not exceed 75% of your gross monthly income - please refer to Page 10, Claim Limitations, Accident and Sickness (d) and Unemployment (d) of your policy wording.

Any payment of benefit under the policy may, in some circumstances, affect your entitlement to Job Seekers Allowance (and possibly other state benefits). Your local Job Centre Plus office will be able to provide you with details.

The following are the significant exclusions on this policy. *Please refer to Pages 2 to 8 of your policy wording for full details of all exclusions.*

## Accident and Sickness Pages 3 - 4 of the Policy Wording

You will not be covered for:-

- Any pre-existing medical condition that you are aware of, or have been treated for during the 12 months immediately prior to the start date of this Policy. However, this exclusion is waived (except for chronic conditions) if you have been symptom free for a period of no less than 24 months before the start date of any claim. *See page 17 of your policy wording for the definition of a chronic condition.*
- Any backache or back related condition for which we have not received scan evidence (MRI, X-Ray, CTScan) of abnormal findings. However, we will pay up to a maximum period of 3 months if evidence of abnormal findings have been found at an examination conducted by Your Doctor. Benefits will not be payable after this 3 month period, if scan evidence of the abnormality causing the Disability is not provided.
- Any mental or nervous disorders including stress and anxiety unless diagnosed by a Community Mental Health team or a consultant psychiatrist.
- Normal pregnancy or childbirth unless there are medical complications.
- An accident or sickness lasting for less than the waiting period (shown on your Insurance Schedule).

## Unemployment Pages 5 - 7 of the Policy

You will not be covered if:-

- You were aware of impending unemployment at the start date of this Policy.
- You became unemployed or received verbal or written notification of unemployment within the initial exclusion period or at the start date you knew or in our reasonable opinion you had reason to believe you were to become unemployed.

### Initial Exclusion Period

The following rules will apply unless you have been accepted by us on a reduced initial exclusion period or you have been notified and we have received your agreement in writing of an extended initial exclusion period.

- i. If you are applying for cover within 30 days of your mortgage completion date - the initial exclusion period is 60 days immediately following the start date of this policy.
- ii. If you are applying for cover after 30 days of the date your mortgage completed - the initial exclusion period is 120 days immediately following the start date of this policy.
- iii. If you are transferring from another provider - the initial exclusion period may be waived.

The initial exclusion period will always be shown on your Insurance Schedule.

- You are made aware, by any means, within the initial exclusion period, of anything that might lead to your unemployment, notwithstanding that no specific reference has been made to your personal situation and that your unemployment may not take place until after the initial exclusion period - see above definition of initial exclusion period.
- Your Unemployment arises from any programme of job losses, any departmental or company restructure, or merger with another company, announced by your employer before the start date, or within the Initial Exclusion Period.
- Any period of unemployment for which you have received payment in lieu of notice.
- You accept voluntary redundancy, or you retire or resign.
- You are made Unemployed at the end of a fixed term contract unless you have been:-
  - i. employed continuously by the same employer for at least 2 consecutive years or
  - ii. employed on a fixed-term contract for at least 1 year which has been renewed at least once or
  - iii. employed originally on a permanent basis by the same employer but were subsequently transferred to a fixed-term contract by the employer without a break in employment.
- If you are self-employed and your business has not been registered as having ceased to trade with the Inland Revenue as a direct result of being unable to pay its debts as and when they fall due.
- Unemployment is a regular or seasonal occurrence in your normal line of work.
- You are not registered as unemployed with the Department of Work and Pensions as actively seeking work. You must also be registered for Job Seekers Allowance.
- Unemployment lasts for less than the waiting period (shown on your Insurance Schedule).

## Carer Cover Page 8 of the Policy

You will not be covered if:-

- The condition of the person being cared for existed prior to the start date.
- The community care assessment does not confirm that the person being cared for requires a carer.
- Your work ceases for any other reason not associated with the need to become a carer.
- You are currently receiving benefits under any other section of this policy.
- We reasonably believe that at the start date of this policy you were aware of the need or likely need at any time in the future, for a member of your immediate family to require a carer.

## **Can I cancel my Policy?**

You are able to cancel this Policy at any time. If you cancel within the first 30 days of receiving your policy documentation, you will receive a full refund of any premiums paid unless you have already made a valid claim. If you cancel after this period your policy will be cancelled but no refund of premium will be due.



The insurers have the right to cancel this policy at any time by giving you 30 days notice in a durable medium (either by email or in writing) to you at your last known contact address if a substitute plan is available. If there is no substitute plan the insurers will provide you with 90 days notice.

## **Who should I contact?**


If you wish to make a claim or have a claim enquiry:-


☎ 0845 189 1901

✉ monsterclaims@wessex-group.co.uk

 Claims Department  
 Wessex Group  
Jewry House  
Jewry Street  
Winchester  
Hants SO23 8RZ

If you have a policy enquiry, wish to make a change to your policy or wish to cancel your policy:-

 0845 189 1901

 [monstercustomerservices@wessex-group.co.uk](mailto:monstercustomerservices@wessex-group.co.uk)

 Customer Services  
 Wessex Group  
Jewry House  
Jewry Street  
Winchester  
Hants  
SO23 8RZ

A £15 administration charge may be applied for any change you make to your policy.

## What should I do if I have a complaint?


Our aim is to provide you with excellent service at all times, however we do realise that things can go wrong occasionally. We take all complaints we receive seriously and aim to resolve all our customers' problems promptly. To ensure that we provide the kind of service you expect we welcome your feedback. We will record and analyse your comments to make sure we continually improve the service we offer.

Most of our customers' concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, we will contact you with an update and give you an expected date of response.


All complaints should be directed to:-

 [complaints@wessex-group.co.uk](mailto:complaints@wessex-group.co.uk)

 Complaints Manager  
 Wessex Group  
Jewry House  
Jewry Street  
Winchester  
Hants  
SO23 8RZ

 0845 189 1901

If you are not happy with the way in which your complaint has been handled, you can write to:-

 Claims Manager  
AmTrust International Underwriters Limited  
40 Westland Row  
Dublin 2  
Ireland

Should you remain dissatisfied, short of court action, you have the right to refer your complaint to the Financial Ombudsman Service (FOS) who will undertake an independent and impartial review of your complaint. Contact details will be provided at the appropriate time.

## What is the Financial Compensation Scheme?

You may be entitled to compensation from either the Financial Services Compensation Scheme (FSCS) in the UK or from the Insurance Guarantee Scheme (IGS) in Ireland if we cannot meet our liabilities under this policy. The level of compensation provided will depend on the circumstances of a claim. Further information is available from the FSCS on 0207 8927300 or from the Irish Financial Regulator on 03531 4104000.