

# Credit Card Payment Protection Insurance Policy Summary

This is a summary of the optional Credit Card Payment Protection Insurance policy and does not contain the full terms and conditions of the cover which can be found in the policy. It is important that you read the policy carefully.

## Who are the insurers?

The insurers of this policy trade as Aviva and are:

- London and Edinburgh Insurance Company Limited for accident or sickness, unemployment and carer cover.
- Aviva Life & Pensions UK Limited for life cover.

## What is Credit Card Payment Protection Insurance?

This policy will pay a monthly benefit equal to 5% of your outstanding balance on your credit card. The outstanding balance will be the amount you owe on your account on the date you are unable to work due to accident or sickness, or the date you are first aware of unemployment or you know you will have to become a carer. If you die, it will repay your outstanding balance.

To be eligible for this policy you must:

- be aged 18 or over but under 65,
- be in paid work of at least 16 hours per week,
- live in the United Kingdom, and
- be the first named holder of a credit card account.

If you are self employed or work on a fixed term contract you should read the policy to make sure it is suitable for your needs – you should pay particular attention to the 'Employment Circumstances', 'Unemployment Cover' and 'Things to Keep in Mind When Claiming' sections. If you are in temporary work you are not eligible for this insurance.

## What happens if my circumstances change?

Your eligibility for cover under this policy may change if your circumstances change, for example if you retire from work, voluntarily reduce your hours to less than 16 per week or leave the UK to live abroad. If this happens or is likely to happen you should discuss this with The Co-operative Bank on 0845 600 6000.

## What are the benefits and features of Credit Card Payment Protection Insurance?

- If you are unable to work for more than 14 days in a row:
  - We will pay 1/30th of the monthly benefit for each day you are unable to work, backdated to the first day you were unable to work.
  - We will then continue to pay 1/30th of the monthly benefit, at monthly intervals in arrears, for each further day you are unable to work, for up to 24 months in total for an accident or sickness claim and 18 months in total for an unemployment or carer claim.
- If you die we will pay the outstanding balance, for all your Co-operative Bank Credit Card accounts insured by us, at the date of your death, up to a maximum of £30,000.
- If you are self employed you will be entitled to claim for unemployment if you have involuntarily ceased trading because you could not find enough work to meet all your reasonable business and living expenses and have declared this to HM Revenue and Customs.
- If you receive payment in lieu of notice, your unemployment claim will start when you have registered as unemployed after the date your notice period ends.

## What am I not covered for?

The policy excludes some situations. These generally involve anything you already know about or that is caused by illegal or deliberate acts on your part. You need to check the 'Life', 'Accident or Sickness', 'Unemployment' and 'Carer' sections of the policy for full details of what is and is not covered. The main exclusions are shown here:

We will not cover accident or sickness claims which result from:

- A medical condition, and/or associated symptoms, whether diagnosed or not:
  - which you know about when cover starts or you have seen a doctor about in the 6 months before taking out this policy; and
  - which persists or returns during the first 24 months of your policy
- Pregnancy or childbirth unless there have been medical complications

We will not cover unemployment claims:

- If you know about the unemployment at the start of the policy
- You are notified of, or which happens, within the first 90 days of the policy
- If you have resigned, retired, taken voluntary redundancy or been dismissed for misconduct
- After the end of a fixed-term contract unless you have either been employed by the same firm for at least 2 years or are on a contract of at least 12 months which has been renewed at least once with the same employer.

Note - You will need to register for a Job Seeker's Agreement in order to be able to make an unemployment claim.

We will not cover carer claims:

- Unless you are in receipt of (or awaiting) a Carer's Allowance,
- If you know that a member of your immediate family would require a carer at the start of the policy, or
- If you apply for a Carer's Allowance or are notified of receipt of a Carer's Allowance within the first 90 days of the policy.

### **How long does my Credit Card Payment Protection Insurance run for?**

Your cover will continue as long you have a credit card account and you continue to pay your monthly premium on time but it will end when you reach 65 or when your credit card account is closed, whichever is sooner. The policy is designed to cover the outstanding balance on your credit card so you do not need to review your level of cover. The premium is reviewable and we may change the rate or terms and conditions of the policy by giving you 30 days' written notice.

### **What happens if I take out cover and then change my mind?**

This insurance is optional and you have the right to cancel your policy during a period of 30 days from the day of purchase of the policy or the day on which you receive your policy, whichever is the later. If you cancel within this period you will receive a full refund of any premiums paid.

You may cancel this policy at any time after this period by giving 30 days' written notice to us.

### **How do I make a claim?**

Please call us on 0800 559 3423 between 9.00am and 5.00pm Monday to Friday.

### **How do I make a complaint?**

We hope that you will be very happy with the service we provide. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, please write to the Customer Services Manager, London and Edinburgh, 1 New Augustus Street, Bradford, BD1 5YP.

We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may then be entitled to refer it to this independent body. Following the complaints procedure does not affect your right to take legal action. Further details of our complaints procedure can be found in your policy.

### **Would I receive compensation if Aviva were unable to meet its liabilities?**

We are members of the Financial Services Compensation Scheme ("FSCS"). You may be entitled to compensation from the scheme if we cannot meet our obligations depending on the type of insurance and circumstances of the claim.

Further information about the scheme is available from the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk) or write to Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, Portsoken Street, London, E1 8BN.

London and Edinburgh Insurance Company Limited  
Registered in England no: 924430  
Registered Office: 8 Surrey Street, Norwich NR1 3NG  
A member of the Aviva Group.  
Authorised and regulated by the Financial Services Authority

Aviva Life & Pensions UK Limited  
Registered in England no: 3253947  
Registered Office: 2 Rougier Street, York YO90 1UU  
Authorised and regulated by the Financial Services Authority

### IMPORTANT INFORMATION

You are aged 18 years or over but under 65.  
You are the principal card holder of the Credit Card account.  
You are a UK resident.  
You are in paid employment for at least 16 hours per week.

#### **If you bought this product over the telephone or at a Co-operative Bank branch**

##### **Your Demands and Needs:**

You would like your credit card payments to be made if you are unable to work because of accident, sickness or involuntary unemployment. You would also like the outstanding balance on your credit card to be paid off if you die while you hold the agreement.

You will shortly receive a separate letter, which will confirm the details of why we have recommended this policy.

#### **If you bought this product via the internet or by a postal application**

##### **Your Demands and Needs:**

No recommendation was made but you were provided with sufficient information in order to make your decision. By deciding to purchase the Credit Card Payment Protection Insurance, this product meets your demands and needs in that you are over 18 and under the age of 65 and wish to ensure that your credit card repayments would be made should you become ill, suffer an accident or become unemployed. It also meets your demands and needs by ensuring that should you die whilst holding the agreement the outstanding credit card balance would be repaid. The Co-operative Bank has not taken into account details of any other policies you hold, which could cover part of this new Credit Card commitment.

### IMPORTANT PRODUCT INFORMATION

#### **Exclusions and Limitations**

This policy does not cover a medical condition or related symptoms you knew about at the start date whether the condition had been diagnosed or not. This is known as a pre-existing medical condition. If you have seen a doctor in the last 6 months your ability to claim for this condition may be affected.

You will not be able to claim for unemployment if you know you are going to be made unemployed, or if you have not been in paid employment for 16 hours or more per week.

Certain conditions must be satisfied if you are self-employed, on a fixed term or temporary contract, maternity or parental leave and wish to make a claim.

Cover will reduce if you retire early and remain under 65 years of age.

Please ensure that you refer to the relevant sections in the attached Policy Document.

**Other exclusions apply, the most significant of these are highlighted in the Policy Summary and they are all described in the Policy Document. It is important that you read both the Summary and the Policy Document to make sure you are aware of and understand these fully.**

**Please note if your circumstances change during the agreement the level of cover may change**

#### **Statement of price**

The cost of the Payment Protection Insurance is 76p per £100 of the outstanding balance on your credit card per month. The premium will include Insurance Premium Tax (IPT) at the appropriate rate levied on the part of the premium that pays for accident, sickness and unemployment cover. The part of the premium that pays for life cover does not attract IPT.

#### **Cancellation Information**

You have a period of 30 days from receipt of the Policy Document in which to cancel this policy and receive a full refund if you change your mind. Please see the attached Policy Document for full details.

#### **Alternative formats**

Please call 08457 212 212 if you would like to receive this information in an alternative format such as large print or Braille.



## Contents

Introduction	4
Changing Your Mind – Your Cancellation Rights	4
Eligibility, Important Notes And Material Facts	4
Changes During The Lifetime Of Your Policy That May Affect Your Insurance Cover	5
Employment Circumstances	5
Your Benefits At A Glance	6
Life Cover	6
Accident Or Sickness Cover	7
Unemployment Cover	8
Carer Cover	9
General Exclusions Applying To All Covers	9
Your Claim	10
Change Of Premium And Cover	10
When Does Your Policy End	11
Promise Of Service - Complaints Procedure	12
General Information	12
Definitions	13

## INTRODUCTION

This **policy** provides **you** with everything **you** need to know about **your** optional Credit Card Payment Protection Insurance. It is important that **you** read it carefully and keep it in a safe place, as it contains the full details of **your policy** including the exclusions.

This **policy** uses words and phrases that have specific meanings, **you** will find these explained in the 'Definitions' section. Defined words are shown in '**bold**' wherever they appear.

Make sure that **you**:

- are eligible for the insurance cover
- know and understand what this insurance does and does not cover
- understand how changes to **your work** and/or circumstances affect **your** eligibility and the terms and conditions of making a claim

If **you** have any questions about **your** eligibility for this insurance or changes to **your** circumstances **you** should call The Co-operative Bank Customer Service number on 0845 600 6000. Lines are open 24 hours.

To register a claim (or check progress on a claim) call The Co-operative Bank Claims Helpline on 0800 559 3423 between 9.00am to 5.00pm Monday to Friday. If **you** are registering a claim **you** should read the 'Making A Claim' section before calling to make sure **you** have the relevant information available.

Telephone calls may be recorded and monitored.

## CHANGING YOUR MIND – YOUR CANCELLATION RIGHTS

This insurance is optional and **you** have a statutory right to cancel **your policy** during a period of 30 days from the day of purchase of the **policy** or the day on which **you** receive **your policy**, whichever is the later.

If **you** wish to do so, **you** will be entitled to a full refund of the premium paid. If **you** have made a claim and then cancel within the period above, **we** may seek to recover any monies paid to **you** in settlement of the claim.

To exercise **your** right to cancel, please contact The Co-operative Bank plc at PO Box 200, Skelmersdale, WN8 6YR or call the Customer Service number on 0845 600 6000.

If **you** do not exercise **your** right to cancel **your policy**, it will continue in force and **you** will be required to pay the premium.

For **your** cancellation rights after the statutory cooling off period, please refer to the 'When Does Your Policy End' section of this **policy**.

### Customers With Disabilities

This **policy** is also available in large print, audio and Braille. If **you** require any of these formats please contact The Co-operative Bank at PO Box 200, Skelmersdale, WN8 6YR or call the Customer Service number on 0845 600 6000.

## ELIGIBILITY, IMPORTANT NOTES AND MATERIAL FACTS

### Eligibility

**You are eligible for this insurance if at the start date you:**

- are aged 18 years or over but under 65,
- **work** at least 16 hours per week,
- live in the **UK**, and
- are the first named holder of a credit card **account**.

For the purposes of this insurance **work** means any paid **work** of at least 16 hours per week. This includes **self-employed work** and statutory maternity and parental leave but it does not include **temporary work**.

If **you** are **self-employed** or **you work** on fixed-term contracts **you** are eligible for this insurance but **you** should read the **policy** carefully to make sure it is suitable for **your** needs – **you** should pay particular attention to the 'Employment Circumstances', 'Unemployment Cover' and 'Things To Keep In Mind When Claiming' sections.

### IMPORTANT NOTES:

1. This **policy** does not cover a medical condition or related symptoms **you** knew about at the **start date** whether the condition had been diagnosed or not. This is known as a **pre-existing medical condition**. If **you** have seen a **doctor** in the last 6 months **your** ability to claim for this condition may be affected. This is explained in the 'Accident Or Sickness Cover' section.
2. If **you** are off **work** due to **accident or sickness** at the **start date**:
  - **You** may still be eligible for the insurance. However, **you** should be aware that **you** will not be able to claim for **accident or sickness** cover during the first 24 months following the **start date** if the condition returns.
  - If **you** do not return to **work** within the first 30 days following the **start date**, **your accident or sickness** cover will not start until **you** have returned to **work** for 30 consecutive days. In this case, any **pre-existing medical condition** will not be covered if it returns within 24 months of the date **your accident or sickness** cover starts.
3. This **policy** will not pay for any **unemployment** **you** were aware of at the **start date**. **You** will not be covered for any **unemployment** which **we** reasonably believe **you** knew was likely to happen, whether **you** had official notice or not, when **you** took out this insurance.
4. This **policy** will not pay for any **unemployment** that **you** were advised of or which happens during the first 90 days following the **start date**, whether **you** were aware of it or not at the **start date**.

If **you** have any questions **you** should call  
The Co-operative Bank Customer Service number  
0845 600 6000

## MATERIAL FACTS

All material facts must be disclosed. A material fact is one that is likely to influence **us** in the acceptance and assessment of an application e.g. living outside the **UK** or in **work** for less than 16 hours per week. It is **your** responsibility to provide complete and accurate information to The Co-operative Bank when **you** take out **your** insurance **policy** and throughout the life of **your** **policy**.

Please note that if **you** fail to disclose any material information to **us**, this could invalidate **your** insurance cover and could mean that part or all of a claim may not be paid. **We** recommend you keep a record (including copies of letters) of all information provided to The Co-operative Bank and **us** for **your** future reference.

## CHANGES DURING THE LIFETIME OF YOUR POLICY THAT MAY AFFECT YOUR INSURANCE COVER

It is **your** responsibility to ensure that this **policy** continues to meet **your** requirements should the circumstances of **your** **work** change during the lifetime of **your** **policy**, as this could affect **your** entitlement to benefits.

**Your** eligibility for cover under this **policy** may change if **your** personal circumstances change. If this happens or is likely to happen **you** should discuss this with The Co-operative Bank. This would include for example:

- **You** retire from **work** and do not intend to actively seek further **work**
- Changing **your** employment e.g. **your** **work** becomes **temporary**
- **You** voluntarily reduce **your** hours of **work** to less than 16 hours per week
- **You** reaching 65 years of age
- **You** leave the **UK** to live abroad

If **you** decide the **policy** is no longer suitable and **you** wish to cancel it please see the 'When Does Your Policy End' section for more details.

## EMPLOYMENT CIRCUMSTANCES

**Your** employment circumstances will affect **your** eligibility for cover and entitlement to make a claim. If **your** employment changes or is likely to change or **you** have any questions **you** should contact The Co-operative Bank on 0845 600 6000.

### Fixed-Term Contracts

If **you** **work** on a fixed-term contract and **your** contract is not renewed, **you** will only be entitled to claim for **unemployment** cover if **you** meet one of the following criteria:

- **you** have worked continuously for the same employer for at least 24 months; or
- **your** contract is for at least 12 months and has been renewed at least once with the same employer; or
- **you** were originally employed on a permanent basis but were transferred to a fixed-term contract by the same employer without a break in employment.

### Self-Employed

**We** consider **you** to be **self-employed** if **you** meet one of the following criteria:

- **you** are carrying on a business in the **UK** either alone or as a partner in a partnership; or
- **you** can control the affairs of a company **you** work for because either **you** or a relative or a member of **your** household individually or jointly hold the majority of the voting rights in that company; or
- **you** can otherwise ensure that the company **you** work for conducts its affairs according to **your** wishes.

If **you** are **self-employed** **you** will need to provide the following to be entitled to claim for **unemployment** benefit:

- satisfactory proof that **you** have involuntarily ceased trading because **you** could not find enough **work** to meet all **your** reasonable business and living expenses and have declared this to HM Revenue & Customs; and
- are registered as **unemployed** with the Department for Work and Pensions.

### Retiring Before The Age of 65

If **you** retire before the age of 65 and do not intend to actively seek further **work**, **you** will no longer be eligible for **unemployment** or **accident or sickness** cover. **You** will still be eligible for life cover and may need to re-consider whether this **policy** remains suitable for **your** needs.

## YOUR BENEFITS AT A GLANCE

This is only a summary of **your** cover; full details are given in the following sections.

Cover	Waiting Period	Maximum Claim Duration	Maximum Claim Amount
Life			The lower of <ul style="list-style-type: none"> <li>• your outstanding loan balance; or</li> <li>• £30,000</li> </ul>
Accident or Sickness	14 days	24 monthly benefit payments	The lower of <ul style="list-style-type: none"> <li>• 5% of your outstanding balance; or</li> <li>• £1,500 per month</li> </ul>
Unemployment (1)	14 days	18 monthly benefit payments	The lower of <ul style="list-style-type: none"> <li>• 5% of your outstanding balance; or</li> <li>• £1,500 per month</li> </ul>
Carer (2)	14 days	18 monthly benefit payments	The lower of <ul style="list-style-type: none"> <li>• 5% of your outstanding balance; or</li> <li>• £1,500 per month</li> </ul>

Note **You** cannot make a claim

(1) Under the 'Unemployment Cover' section during the first 90 days following the **start date**.

(2) Under the 'Carer Cover' section during the first 90 days, unless the condition giving rise to the claim was unforeseen.

### LIFE COVER

#### What Is Covered

If you die, **we** will pay the **outstanding balance** at the date of **your** death, up to a total of £30,000 for all your Credit Card **accounts** insured by us.

#### What Is Not Covered (in addition to General Exclusions)

**We** will not pay any claim due to or arising from **your** own wilful actions, drug or alcohol abuse. (This does not include any drugs prescribed by **your** **doctor**, except if they are to treat drug addiction.)

## ACCIDENT OR SICKNESS COVER

### What Is Covered

If an **accident or sickness** prevents **you** from working for more than 14 days in a row, **we** will pay 1/30th of **your monthly benefit** for each day **you** are unable to **work**, backdated to the first day **you** were unable to **work**. **We** will then continue to pay 1/30th of the **monthly benefit**, at monthly intervals in arrears, for each further day **you** are unable to **work** for up to 24 months in total.

### EXAMPLE OF HOW A CLAIM IS CALCULATED

DAY 1

DAY 15

DAY 45

WAITING PERIOD

Date **you** become unable to **work** due to **accident or sickness**

If **you** are still off **work** on day 15 **we** will pay 1/30th of **your monthly benefit** payment for each day **you** have been off **work** to cover **your waiting period** (back to Day 1)

**We** will continue to make **monthly benefit** payments in arrears for every further 30 days **you** are off **work**

**Your** final payment may be less than a full **monthly benefit** payment as it will be based on the number of days between the last **monthly benefit** payment date and **your** return to **work** up to a maximum of 24 **monthly benefit** payments

- If **you** return to **work** after claiming for **accident or sickness** and then are unable to **work** within three months because of the same **accident or sickness** **you** do not have to wait before benefits can be paid. **We** will combine these two periods into one claim when calculating **your** benefit period subject to a maximum benefit of 24 months per claim.
- Once **we** have paid the maximum number of 24 payments, **you** need to return to **work** free of all symptoms and not receiving medical treatment for **your** original condition for at least 6 consecutive months before **you** can make another **accident or sickness** claim for the same or related condition.
- **We** will not pay benefits for debts incurred after the start of **your accident or sickness** claim. If goods are purchased or money is withdrawn before this date but not debited to **your account** until after this date, **we** will pay benefit provided that **you** can supply satisfactory proof of the date of the transaction.

### What Is Not Covered (in addition to General Exclusions)

**We** will not pay any **accident or sickness** claims due to or arising from:

- Any **pre-existing medical condition** which persists or returns during the first 24 months of **accident or sickness** cover. This exclusion will not apply once **you** have been continuously insured under the **accident or sickness** cover for 24 months, so long as **you** are attending **work** at the start of **your** claim.

This means **we** will not pay for any condition, injury, illness, disease, sickness or related condition and/or associated symptoms, whether diagnosed or not:

- which **you** knew about, or should reasonably have known about, at the **start date**, or
- which **you** had seen or arranged to see a **doctor** about, during the 6 months immediately before the **start date**.
- Pregnancy or childbirth – unless there has been a **medical complication**.
- Cosmetic surgery or other treatment which is not medically necessary.
- **Your** detention in prison under the direction of a court of law. This will not apply if **you** are later acquitted.
- **Your** own wilful actions, drug or alcohol abuse. (This does not include any drugs prescribed by **your doctor**, except if they are to treat drug addiction.)

#### Note

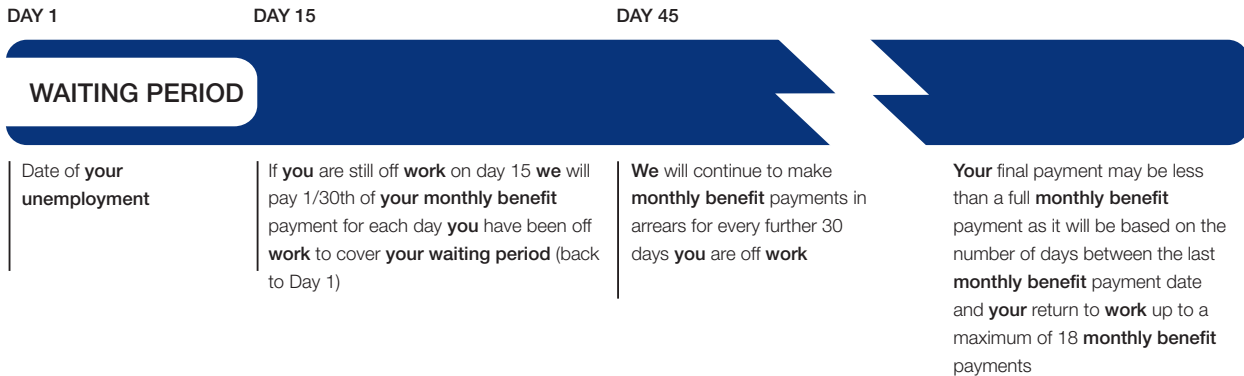
If **you** have retired and are not actively seeking **work** and are not registered as **unemployed** **you** will not be able to claim for **accident or sickness**.

## UNEMPLOYMENT COVER

### What Is Covered

If **you** are **unemployed** for more than 14 days in a row, **we** will pay 1/30th of **your monthly benefit** for each day **you** are **unemployed**, backdated to the first day of **your unemployment**. **We** will then continue to pay 1/30th of the **monthly benefit**, at monthly intervals in arrears, for each further day **you** are **unemployed** for up to 18 months in total.

### EXAMPLE OF HOW A CLAIM IS CALCULATED



- If, after claiming for **unemployment**, **you** are made **unemployed** again within three months of returning to **work**, **you** will not have to wait before benefits can be paid. **We** will combine these two periods of **unemployment** into one claim when calculating **your** benefit period subject to a maximum benefit of 18 months per claim.
- Once **we** have paid the maximum number of 18 payments, **you** need to return to **work** for at least 6 consecutive months before **you** can make another **unemployment** claim.
- **We** will not pay benefits for debts incurred after the date **we** reasonably believe **you** knew **you** were likely to become **unemployed**, whether **you** had official notice or not. If goods are purchased or money is withdrawn before this date but not debited to **your account** until after this date, **we** will pay benefit provided that **you** can supply satisfactory proof of the date of the transaction.

### Temporary Work

If **you** do any **temporary work**:

- during a claim, **your monthly benefit** will be suspended during the period of **temporary work** and will be resumed when the **temporary work** finishes
- during the **waiting period**, the **waiting period** will be suspended until the end of the **temporary work**

### Self-Employed

If **you** are **self-employed** and **you** have involuntarily ceased trading because **you** could not find enough **work** to meet all **your** reasonable business and living expenses and have declared this to HM Revenue & Customs **you** will be entitled to claim for **unemployment** benefit.

If, for the purpose of this insurance **you** are not **self-employed**, all other terms, conditions and exclusions of this **policy** will apply.

In either case **you** will need to have a Jobseeker's Agreement for the whole time **you** are claiming. If **you** are ineligible for a Jobseeker's Agreement, **you** must be able to provide ongoing alternative evidence that is acceptable to **us** that **you** are **unemployed** and actively seeking **work**. This could include copies of job applications, responses and registration with job agencies.

### Payment in Lieu Of Notice

If **you** have been paid or are entitled to be paid in lieu of notice any claim for **unemployment**, including the **waiting period**, will not start until the end of **your** notice period.

### What Is Not Covered (in addition to General Exclusions)

**We** will not pay for any **unemployment**:

- **We** reasonably believe **you** knew was likely to happen, whether **you** had official notice or not, when **you** took out the **policy**.
- **You** are notified of or which happens within the first 90 days of the **start date**.
- If **you** have resigned or taken voluntary redundancy.
- If **you** retire and do not intend to actively seek further **work**.
- Due to **your** misconduct.
- After **temporary work** (unless **you** have taken **temporary work** during a claim).
- Which is normal, regular or seasonal in **your work**.
- After the end of a fixed-term contract which is not renewed, unless:
  - **you** have worked continuously for the same employer for at least 24 months; or
  - **your** contract is for at least 12 months and has been renewed at least once with the same employer; or
  - **you** were originally employed on a permanent basis but were transferred to a fixed-term contract by the same employer without a break in employment.
- As a result of **you** being detained in prison under the direction of a court of law. This will not apply if **you** are later acquitted.
- Due to **your** own wilful actions, drug or alcohol abuse. (This does not include any drugs prescribed by **your doctor**, except if they are to treat drug addiction.)



## YOUR CLAIM

### Making A Claim

It is important that **you** register **your** claim as soon as possible with **us**.

#### For Life Claims

**Your** dependants or representatives should register the claim as soon as possible using the telephone number shown in step 2.

#### For accident or sickness, unemployment or carer claims

##### Step 1 – Please have the following information ready when you call

- **your account** number
- **your** Credit Card Payment Protection Insurance policy number (GC 472)
- **your** postcode

##### Step 2 - Call 0800 559 3423 between 9.00am to 5.00pm Monday to Friday

**We** will be there to give **you** advice, answer questions, help **you** through the claim and register it for **you**.

##### Step 3 – We will then send you a claim pack

When **we** first respond to **your** claim **we** will send **you** our claims pack. This will include:

- claim forms
- a guide to help **you** make **your** claim and explain when payments will be made.

##### Step 4 – The forms should be completed as soon as possible and returned to us with the relevant information

- For **accident or sickness** claims **you** will need to get a **doctor** and **your** employer to fill in the relevant section of the form.
- For **unemployment** claims **you** will need to arrange for a Department for Work and Pensions official and **your** previous employer to fill in the relevant sections of the form
- For **carer** claims arrange for **your** previous employer to fill in the relevant section of the form and provide evidence that **you** are either in receipt of or awaiting a **Carer's Allowance**.

**Our** claims office address is London and Edinburgh,  
1 New Augustus Street, Bradford BD1 5YP.

- If **you** are a **carer** making a claim, **we** need satisfactory proof that **you** are required to look after a member of **your immediate family**, that **you** have completed a **Carer's Allowance** Claim pack and are either in receipt of or awaiting a **Carer's Allowance**.
- **We** are concerned that **you** should not pay for the dishonesty of others. **We** make random checks, so do not be alarmed if one of **our** claims advisers calls. **We** also exchange information with other insurers to prevent fraud.

## PAYING CLAIMS

**We** will make claim payments to **your account** on **your** behalf. When **we** have made these payments, **we** will not make any further payments for the same claim.

## SWITCHING BETWEEN CLAIMS

If **you** need to **you** can switch from **unemployment** to an **accident or sickness** or a **carer** claim or a combination of all three – there is no additional **waiting period**. However, **we** will not pay more than 24 **monthly benefit** payments for any one continuous period of **accident or sickness** or 18 **monthly benefit** payments for any one continuous period of **unemployment** including a **carer** claim.

**You** cannot claim for **accident or sickness, unemployment** or a **carer** claim at the same time.

## WHEN WILL MONTHLY CLAIM PAYMENTS END

**We** will continue paying **your** claim until the first of the following happens:

- **Your unemployment** ends, **you** recover from **your accident or sickness** or **you** are no longer a **carer**.
- **We** have paid 18 full **monthly benefits** for any one continuous period of **unemployment** or a period for which **you** are a **carer**, or 24 full **monthly benefits** any one continuous period of **accident or sickness**.
- **Your outstanding balance** is repaid.
- **You** reach age 65.

## THINGS TO KEEP IN MIND WHEN CLAIMING

- **You** must supply and pay for all reasonable information or evidence **we** ask for to support **your** initial claim and from time to time throughout **your** claim. If **we** ask for proof, **you** need to be able and willing to supply it.
- If **we** do not receive all the information **we** need (for example declarations and medical questionnaires) or if these documents are not acceptable to **us** **we** may delay or suspend **your** claim payments.
- **We** may contact **your** past employers or other insurers for information about **you**.
- For **unemployment** claims **you** need to have a Jobseeker's Agreement for the whole time **you** are claiming. If **you** are ineligible for a Jobseeker's Agreement, **you** must be able to provide ongoing alternative evidence acceptable to **us** that **you** are **unemployed** and actively seeking **work**. This could include copies of job applications, responses and registration with job agencies.
- When making an **accident or sickness** claim **you** must agree to any medical examination which **we** arrange and pay for.

## PAYING PREMIUMS DURING A CLAIM

When **you** are making a claim under this **policy** **you** should continue to pay the monthly premium to ensure that cover can continue once **your** claim has ended.

If **you** cancel **your** policy during a claim then **we** will continue to pay **monthly benefit** provided the claim happened prior to the cancellation date, and **your** premiums were up to date. However, **you** will not be covered for any claim that happens on or after the cancellation date.

## CHANGE OF PREMIUM AND COVER

**We** may change the premium rates and terms of cover at any time by sending **you** at least 30 days' written notice to **your** last known address.

## WHEN DOES YOUR POLICY END

The cover provided by this **policy** and all benefit payments will end, if any of the following happen:

- **Your account** is closed
- **Your account** is transferred to a third party
- **You** reach 65 years of age
- **You** make a false claim (**you** will have to return any claim payments **we** have made)
- **You** die

The cover provided by this **policy** will end if:

- **You** have not paid **your** premiums when they are due
- **You** cancel this insurance at any time following the expiry of **your** statutory cooling off period by giving **us** 30 days' written notice
- **We** cancel this insurance by giving **you** 30 days' written notice

However, **we** will continue to pay **monthly benefit** that is due to be paid for **accident or sickness, unemployment or carer** cover for any claim that happened prior to the end date.

## PROMISE OF SERVICE - COMPLAINTS PROCEDURE

**Our** goal is to give excellent service to all **our** customers but **we** recognise that things do 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.

### What will happen if you complain?

- **We** will acknowledge **your** complaint within 2 working days of receipt.
- **We** aim to resolve complaints, following assessment and investigation, within 5 working days of receipt.

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.

### What to do should you be dissatisfied?

If **you** have a complaint about the handling of **your** insurance please call The Co-operative Bank on

**0845 600 6000 or write to**  
**The Co-operative Bank plc,**  
**PO Box 200,**  
**Skelmersdale,**  
**WN8 6YR.**

If **you** have a complaint about a claim **you** have made, please write to

**Claims Operations Manager**  
**London and Edinburgh,**  
**1 New Augustus Street,**  
**Bradford,**  
**BD1 5YP**

If **you** remain unhappy with the decision **you** receive, **you** may write to

**Chief Executive UK Insurance,**  
**Aviva,**  
**PO Box 6,**  
**Surrey Street,**  
**Norwich, NR1 3NS.**

If **you** are dissatisfied with **our** final decision (from the Chief Executive UK Insurance), **you** can refer the matter to the Financial Ombudsman Service (FOS).

Full contact details of both **our** Chief Executive UK Insurance and the FOS will be provided when **we** write in response to **your** complaint.

### Notes

1. The FOS will only consider **your** complaint if **you** have given **us** the opportunity to resolve it and **you** are a private policyholder. If, however, **we** do not resolve **your** complaint within 40 working days, the FOS will accept a direct referral.
2. Whilst **we** are bound by the decision of the FOS, **you** are not.
3. Following the complaints procedure does not affect **your** right to take legal action.

## GENERAL INFORMATION

This insurance is underwritten by London and Edinburgh Insurance Company Limited and Aviva Life & Pensions UK Limited.

London and Edinburgh and Aviva Life & Pensions UK Limited are authorised and regulated by the Financial Services Authority.

Aviva Life & Pensions UK Limited has agreed that London and Edinburgh Insurance Company Limited may administer this insurance on its behalf.

## CODES OF PRACTICE

This insurance has been arranged by The Co-operative Bank plc, Head Office 1 Balloon Street, Manchester, M60 4EP. The Co-operative Bank is authorised and regulated by the Financial Services Authority. The Co-operative Banks' regulatory status can be confirmed on the FSA's register by visiting the FSA website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or be contacting the FSA on 0845 6061234.

### The Law

There is a choice of law for this insurance, but unless **we** agree otherwise, the law for that part of the **UK** where **you** live at the **start date** will apply.

### Financial Services Compensation Scheme

Aviva's obligations are covered by the Financial Services Compensation Scheme (FSCS). If **we** are unable to meet **our** obligations, **you** could be entitled to compensation from this scheme, depending on the type of insurance and the circumstances at the time.

**You** would be covered for all of the first £2,000 of any claim and 90% of the remainder, without any upper limit.

Further information about the scheme is available from the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk) or write to Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, Portoken Street, London, E1 8BN.

### Data Protection Act – Information Users

For the purposes of the Data Protection Act 1998, the (joint) Data Controller(s) in relation to any personal data **you** supply are London and Edinburgh Insurance Company, Aviva Life & Pensions UK Limited and The Co-operative Bank plc.

### Insurance Administration

Information **you** supply may be used for the purposes of insurance administration by **us**, **our** associated companies and agents and The Co-operative Bank. It may also be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing **our** compliance with any regulatory rules/codes. **Your** information may also be used for research and statistical purposes and crime prevention. It may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for systems administration. Where this happens, **we** will ensure that anyone to whom **we** pass **your** information agrees to treat **your** information with the same level of protection as if **we** were dealing with it.

If **you** give **us** information about another person, in doing so **you** confirm that they have given **you** permission to provide it to **us** and for **us** to be able to process their personal data (including any sensitive data) and also that **you** have told them who **we** are and what **we** will use their data for, as set out in this notice.

In the case of personal data, with limited exceptions, and on payment of the appropriate fee, **you** have the right to access and if necessary rectify information held about **you**.

### Sensitive Data

In order to assess the terms of the insurance contract or administer claims which arise, **we** may need to collect data which the Data Protection Act defines as sensitive (such as medical history or criminal convictions). By proceeding with this insurance, **you** signify **your** consent to such information being processed by **us** or **our** agents.

### Fraud Prevention and Detection

In order to prevent and detect fraud **we** may at any time:

- share information about **you** with other organisations and public bodies including the police
- undertake credit searches and additional fraud searches
- check and/or file **your** details with fraud prevention agencies and databases, and if **you** give **us** false or inaccurate information and **we** suspect fraud, **we** will record this

**We** can on request supply further details of the databases **we** access or contribute to.

## DEFINITIONS

Wherever the following words or phrases appear in this **policy**, they will be shown in **bold** and have the following meanings

### Accident or Sickness

Any accident, sickness or disease which occurs after the **start date** which results in **you** being totally unable to carry out the duties of **your normal work** and not doing any other **work**, as confirmed by a **doctor** or **specialist**. **Normal work** means **your work** immediately before **your accident or sickness**, or any other **work** which **we** think **you** are, or may reasonably become qualified for, in view of **your** training, education and ability.

### Account

**Your** Credit Card account with The Co-operative Bank.

### Carer

**You** look after a member of **your immediate family** on a full-time basis and have completed a **Carer's Allowance** Claim pack and are either in receipt of or awaiting a **Carer's Allowance** from the Department for Work and Pensions.

### Carer's Allowance

A taxable benefit paid by the Department for Work and Pensions to informal **carers**.

### Doctor

A medical practitioner, (other than **you** or a member of **your** family) who holds a full qualification entitling him or her to full registration with the General Medical Council.

### Immediate Family

**Your** spouse, civil partner, live in partner, children and parents.

### Medical Complication

A symptom of pregnancy which has developed into an identified condition diagnosed by a recognised obstetric **specialist**. It does not include delivery by caesarean section or other surgically assisted means or any normal symptom of a temporary or minor nature, which presents no significant medical hazard to mother or baby.

### Monthly Benefit

An amount equal to 5% of **your outstanding balance**, up to a maximum of £1,500 per month.

### Outstanding Loan Balance

The amount **you** owe on **your account**, as shown in the records of The Co-operative Bank, (excluding any arrears from missed payments or any associated interest and costs), and any transactions made up to the:

- date of **your** death,
- start of **your accident or sickness** claim,
- date on which **we** reasonably believe **you** knew **you** were likely to become **unemployed**, whether **you** had official notice or not,
- date on which **we** reasonably believe **you** were aware of the need for **you** to be a **carer** for a member of **your immediate family**.

### Policy

This document sets out the benefits, terms, conditions and exclusions of **your** Visa Credit Card Payment Protection Insurance

### Pre-existing Medical Condition

Any condition, injury, illness, disease, sickness or related condition and/or associated symptoms, whether diagnosed or not:

- which **you** knew about, or should reasonably have known about, at the **start date**, or
- which **you** had seen or arranged to see a **doctor** about, during the 6 months immediately before the **start date**.

### Self-employed

**You** are self-employed if:

- **you** are carrying on a business in the **UK** either alone or as a partner in a partnership; or
- **you** can control the affairs of a company **you** work for because either **you** or a relative or a member of **your** household individually or jointly hold the majority of the voting rights in that company; or
- **you** can otherwise ensure that the company **you** work for conducts its affairs according to **your** wishes.

### Specialist

A **doctor** who is or has been a consultant at an NHS hospital.

### Start Date

The date **you** open **your account**. If **you** apply for insurance at any other time, **your** insurance starts on the date **your** first monthly premium is debited from **your account**.

### Temporary Work

**Work** that is casual, occasional or for a specific task. Also **work** that is seasonal or irregular, or for a period of training or apprenticeship.

### UK

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

### Unemployment/Unemployed

Having no paid **work** or **temporary work** and having a Jobseeker's Agreement with the Department for Work and Pensions in the **UK**. If **you** are ineligible for a Jobseeker's Agreement **you** must be able to provide alternative proof acceptable to **us** that **you** are actively seeking **work**.

### Waiting Period

The first 14 days of any claim.

### We/Us/Our

For all **unemployment**, **carer** and **accident or sickness** insurance benefits London and Edinburgh Insurance Company Limited. For life insurance Aviva Life & Pensions UK Limited.

### Work

Any paid work of at least 16 hours a week. This includes **self-employed** work and statutory maternity and parental leave but not **temporary work**.

### You/Your/Yours

The person who is eligible, is the first named holder of a credit card **account** has applied and been accepted by **us** for insurance and who has paid or agreed to pay the premiums and issued with this **policy** by The Co-operative Bank.





Underwritten by London and Edinburgh Insurance Company Limited (a member of the Aviva group)  
Registered in England No: 924430  
Registered Office: 8 Surrey Street, Norwich, NR1 3NG  
Authorised and regulated by the Financial Services Authority  
and  
Underwritten by Aviva Life & Pensions UK Limited  
Registered in England No:3253947  
Registered Office: 2 Rougier Street, York, YO90 1UU  
Authorised and regulated by the Financial Services Authority

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