

General Information Leaflet

Critical Illness Plan and Major Medical Cash Plan

(Former Equitable Life)

BEFORE MAKING ANY DECISIONS REGARDING YOUR PLAN, WE RECOMMEND YOU SEEK INDEPENDENT FINANCIAL ADVICE. A FINANCIAL ADVISER WILL INFORM YOU OF THE FEE THAT THEY CHARGE FOR THIS SERVICE.

Plan types

There are two different plans. You should refer to your policy documents to check which type of plan you have.

Critical Illness Plans pay a one off lump sum of the sum assured in the event of the life assured being diagnosed with a critical illness as defined in the policy.

Major Medical Cash Plans pay a cash benefit each time the life assured undergoes eligible surgery.

Payment for both is subject to satisfactory medical evidence being obtained.

The following pages provide details of when a claim can be made and the illnesses which are covered for each plan.

You need to refer to the relevant page for the type of plan you hold.

Values

The amount payable on surrender or death will be worked out using unit prices applicable at that time and be based on units purchased by premiums paid up to that date. Unit prices can go down as well as up.

By registering for our online service MyUtmost, you will have access to your policy value. You can register on our website www.utmost.co.uk and registration is quick, easy and secure.

If you do not register for MyUtmost, you can calculate the value by obtaining unit prices from our website, and multiplying them by the number of units held. The units held are shown on Annual Statements and statements of value are available on request. If you need any help with this do get in touch.

Unit-linked funds are managed by JP Morgan and may also contain investments managed by abrdn.

Switching Funds

By registering for MyUtmost, you will be able to switch your unit-linked investments online. Alternatively, you can call or write in with your instruction.

There is no charge for switching funds. We reserve the right to introduce a charge at any time in the future but we will let you know when any charge comes into effect.

There are 13 unit-linked funds, and there is no restriction on the number of funds you can invest in. The details are shown on our website. The Fund of Investment Trusts and the Property Fund are closed to new premiums. Any existing investments in these funds will remain.

REST ASSURED

Calls may be recorded for training or monitoring purposes.

Contact us at: Walton Street, Aylesbury, Bucks, HP21 7QW Tel : 0330 159 1530 Fax : 0845 835 5765 : www.utmost.co.uk
Utmost Life and Pensions Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The firm is on the Financial Services Register, registration number 775704. Registered in England and Wales number 10559664. Utmost Life and Pensions Services Limited is registered in England and Wales number 10559966. Both have their registered office at: Walton Street, Aylesbury, Bucks, HP21 7QW

If we receive switch instructions by 5pm on a working day, we use the bid prices on the next working day. For instructions received after 5pm on a working day, the bid prices used are those for the next working day plus one.

Premiums

Premiums must be maintained throughout the term of the policy. If the policy falls into arrears the plan would be forcibly surrendered and the surrender value would be paid.

Premium Charges

No premium charges apply and 100% of your premium is used to purchase units.

Deduction for providing cover

An amount will be deducted from the value of the units to reflect the cost of providing the benefit.

Annual Charges

Utmost Life and Pensions collects an annual management charge from our funds to cover the expenses of administering the policy (a table of these charges can be found below). The charge is taken into account when we calculate the unit price each day.

There are some costs not covered by the annual management charge. They may include expenses to buy or sell investments and tax payments. The Property Fund is charged a portion of the property asset management related expenses. These additional costs are taken directly from the funds thereby reducing the price of units.

Our website includes information on unit-linked fund prices, performance and factsheets and is where you can find ‘A guide to how we manage our unit-linked funds for Heritage Equitable Life policies’.

Fund Name	AMC
Multi-Asset Cautious	0.75%
Multi-Asset Moderate	0.75%
Multi-Asset Growth	0.75%
Sterling Corporate Bond	0.75%
European Equity Life (formerly European)	0.75%
Asia Pacific Equity Life (formerly Far Eastern)	0.75%
UK Government Bond Life (formerly Gilt & Fixed Interest)	0.50%
Global Equity Life (formerly International)	0.75%
Managed Life	0.75%
Money Market Life (formerly Money)	0.50%
US Equity Life (formerly North American)	0.75%
UK Equity Life Formerly Pelican)	0.75%
UK FTSE All Share Tracker Life	0.50%

Death Benefits

For Critical Illness Plans, if the cause of death is covered by the conditions specified in the policy the sum assured may be payable, subject to suitable medical evidence. Otherwise, the amount payable on death is the value of the units at the date of death.

For Major Medical Cash Plans, the amount payable on death is the value of the units at the date of death.

Reviews and options

Plans are reviewed regularly to ensure the premium is sufficient for the level of cover provided. This is usually on every 5th plan anniversary or, for Critical Illness Plans where the life assured has reached age 65, the review will be annual. The plans may be reviewed at other times if necessary.

Following a review, the premium may need to be increased to maintain the plan. For Critical Illness Plans only, there is also the option to reduce the amount of cover whilst keeping the current premium.

We will let you know if a change is required and ask you to choose which option you require.

Surrenders

We will require a completed Surrender Request Form signed by all legal owners. We may also require the following items:

- Evidence of Identity for each legal owner
- The original policy schedule
- All deeds and documents affecting ownership of the plan

Important tax information

Any payment will not give rise to a liability to income tax.

Other information

- We have a service called MyUtmost, where you are able to manage your savings online. After registering you will be able to:
 - View your policy value;
 - Switch your unit-linked investments;
 - Keep your personal details up to date;
 - Use a secure messaging facility to talk to us.
- These were formerly Equitable Life policies. All UK and Channel Island with-profits policies were enhanced and converted to unit-linked policies and transferred to Utmost Life and Pensions Limited on 1 January 2020.
- We do not pay commission or loyalty bonuses to Independent Financial Advisers or any other third party.
- This information is based on our understanding of current legislation and HM Revenue and Customs regulations, as at the date of production.

Our Contact Details:

MyUtmost Login to MyUtmost and go to 'My Messages' to send us a secure message

Website www.utmost.co.uk

Address Utmost Life and Pensions
Walton Street
Aylesbury
Bucks
HP21 7QW

Telephone 0330 159 1530 or +44 1296 386242 if you live abroad
We are open from 09:00 until 17:00 Monday to Friday

Fax 0845 835 5765 or +44 1296 386243 if you live abroad

Email enquiries@utmost.co.uk

You should be aware that sending information by email is not always secure. For security reasons, we may not always be able to respond by email.

Critical Illness Plans

This page only applies if you have a Critical Illness Plan

When Payable

The critical illness benefit (the sum assured) is payable if the life assured is diagnosed as:

1. suffering from a critical illness, as described below, and has survived for a period of 30 days starting from the date of diagnosis; or
2. being totally and permanently disabled before age 65, as described below, and this disability has been established for a continuous period of 365 days.

We must receive details of the diagnosis within six months of the diagnosis being given.

The benefits are payable after 30 days following the diagnosis of a critical illness or after the end of a continuous period of 365 days for total and permanent disability.

Critical Illness Definitions

Critical illness means suffering from or having undergone one or more of the following illnesses or events (please see your policy documentation for more precise definitions):

Heart Attack	The death of a portion of heart muscle as a result of inadequate blood supply as evidenced by an episode of typical chest pain, new electrocardiographic changes and by elevation of cardiac enzymes.
Coronary Artery By-Pass Surgery	The undergoing of open-heart surgery on the advice of a consultant cardiologist to correct narrowing or blockage of one or more coronary arteries with by-pass grafts but excluding balloon angioplasty, laser or any other procedures.
Stroke	A cerebrovascular incident resulting in permanent neurological damage. Transient ischaemic attacks are specifically excluded.
Cancer	A malignant tumour characterised by the uncontrolled growth and spread of malignant cells and the invasion of tissue. This includes leukaemia but excludes the following cancers: non-invasive cancer in situ; tumours in the presence of any Human Immunodeficiency Virus (HIV); and any skin cancer other than invasive malignant melanoma.
Kidney Failure	End stage renal failure presenting as chronic irreversible failure of both kidneys to function as a result of which either regular dialysis or renal transplant is initiated.
Major Organ Transplant	The actual undergoing as a recipient of a transplant of a heart, liver, lung, pancreas or bone marrow.

Total Permanent Disability Definition

Total and permanently disabled means the total permanent and irreversible disability before age 65 and the consequent inability to perform any gainful occupation whatsoever. Such disability must be established for a continuous period of 365 days.

No benefit will be payable if at any time the life assured is shown to be infected by any Human Immunodeficiency Virus (HIV) or antibodies to any such virus or is suffering from AIDS.

For more detailed information please refer to your policy booklet

Major Medical Cash Plans

This page only applies if you have a Major Medical Cash Plan

When Payable

The medical cash benefits are payable if the life assured undergoes eligible surgery before the end date of the policy and we receive notification of the surgery within six months of the date of the operation.

The medical cash benefit payable for operations in any 30 day period shall not exceed the sum payable in respect of the highest class of operation undergone in that period.

The total amount of medical cash benefit payable for all surgery undergone in any period of five years shall not exceed £100,000.

Medical Cash Benefit Examples

The amount payable depends on the class of operation undergone by the life assured. For example:

Class of operation	Operation	Cash Benefit
Complex Major	Most open operations on heart including coronary artery by-pass. Lung, liver, pancreas, heart or kidney transplant	£14,000
Major Plus	Repair of pulmonary artery Removal of brain tissue	£10,500
Major	Hip/knee replacement Most lung operations Open operations on spinal cord Removal of colon (total colectomy)	£7,000
Intermediate	Hysterectomy Mastectomy Prostate	£3,500
Minor	Inguinal hernia repair Cataract removal Appendix	£1,400

The surgery must be included in, and must not be excluded by, the Classification of Operations list, a copy of which can be provided on request.

Exclusions

No medical cash benefit shall be payable in respect of any surgery performed for:

- Cosmetic reasons
- Infertility treatment
- Pregnancy and childbirth and complications arising therefrom
- Contraception including vasectomy and sterilisation
- Gender transformation
- The donation of an organ or tissue
- Dental reasons
- Varicose veins
- Any self-inflicted injury
- Attempted suicide
- Failure to follow medical advice
- Any medical condition, injury or related condition requiring regular treatment or advice which existed prior to the outset of the policy

No medical cash benefit shall be payable if at any time the life assured is shown to be infected by any Human Immunodeficiency Virus (HIV) or antibodies to any such virus or is suffering from AIDS.

For more detailed information please refer to your policy booklet