

# Our income protection insurance

This document contains important information about our income protection insurance. While it doesn't contain the full terms & conditions for an income protection insurance policy, you can find these in the plan agreement and your certificate of insurance (if you're already a member with William Russell). Please read these documents carefully when you receive them to make sure that you understand the cover income protection insurance provides.

## The insurer of your policy

The insurer of our income protection insurance is AWP Health & Life SA, an Allianz group company and an EEA insurer registered in France.

## Type & duration of insurance cover

Income protection insurance will, during the term of your policy, pay you a regular income benefit should you suffer an illness or accidental injury that prevents you from working and that leads to a loss of your earnings.

Your cover will remain in force for a period of 12 months, provided you maintain your premium payments in accordance with the plan agreement. Your cover is renewable each year up to age 65. Premiums are age-related and will increase as you get older. We review our premiums annually, so the current premium rates are not guaranteed at your renewal date. You should review your cover periodically to ensure it remains appropriate.

## Significant features & benefits

In the event of a claim, the maximum income benefit we will pay you under your income protection policy will be the lower of:

- the amount of income benefit you have insured; or
- 80% of your gross annual earnings at the time of your disability, less any other income you are entitled to receive (e.g., income from the state, your employer or business, a pension, or from another insurance provider).

The maximum income benefit we will pay is US\$144,000 or £108,000 or €144,000 (depending on the currency of the policy). There will be a period when you are first unable to work for which we do not pay the income benefit. We call this the deferment period. Your deferment period will be stated on your certificate of insurance.

During the first 24 months of receiving the income benefit, you must be totally unable to perform your own occupation. If you are only fit enough to return to work on a part-time basis, or you are unable to perform all of your usual duties, you may be eligible to claim a reduced income benefit. After we have paid the income benefit for a period of 24 months, we will only continue to pay the benefit if you are totally unable to perform any occupation for which you are reasonably suited by training, education or experience. This means that if, at any time after we have paid the income benefit for 24 months, you are able to carry out an alternative occupation that is suitable for you, even if it is a less well paid occupation, we will stop paying the benefit. All income benefit payments ceases on your 65<sup>th</sup> birthday.

## Significant & unusual exclusions or limitations

**No income benefit will be paid if your disablement arises from any of the following:**

- any items specifically excluded on your certificate of insurance;
- a pre-existing medical condition or related condition, unless you have told us about it and we have agreed to accept cover for it;
- your active participation in war, warlike activities or terrorist activities;
- your gross negligence and deliberate exposure to exceptional danger (except in the attempt to save a human life);
- your participation in any professional sport or professional racing (including training or practicing for any kind of professional sport or professional racing);
- your participation in an activity that is illegal in the country in which it is performed;
- the consequences of attempted suicide or intentionally self-inflicted injuries, whether sane or insane;
- abuse of drugs, alcohol and medication;
- normal pregnancy;
- loss of your license to carry on your own occupation;
- war, terrorism, kidnap, murder, assault of any kind, or any other act of violence, sustained whilst you are in a country or region that the British Foreign, Commonwealth & Development Office ("FCDO") has advised its citizens to leave, or has advised against all travel to, or has advised against all but essential travel to, due to security reasons (whether your presence in that country or region is permanent or temporary);

## Significant & unusual exclusions or limitations (continued)

- any cause whatsoever, if sustained whilst you are in Iran, Libya, North Korea, South Sudan, Syria, or Yemen (whether your presence in the country is permanent or temporary).

No income benefit will be paid for disablement that has not been reported to us within 12 months of you becoming totally disabled from working. The income benefit in respect of any disablement that results from mental, nervous or psychological disorders of any type will be restricted to one claim per lifetime and to a maximum of 24 months. A full list of exclusions is contained in the plan agreement.

## What to do in the event of a claim

Please call +44 1276 486 460 in the event of a claim. Alternatively, you can email us on [contact@william-russell.com](mailto:contact@william-russell.com). More information about making a claim can be found in the plan agreement.

## Cancelling your policy

If you wish to cancel your income protection policy, you must instruct us in writing. We will cancel cover from the date we receive your written instructions, or from a date in the future that you have specified. We will not cancel cover from a date prior to us receiving your written instruction to cancel.

Provided that we receive your written instructions within 30 days of your date of entry, and provided that no claims have been submitted, we will refund your premium in full. If we receive your written instructions more than 30 days after your date of entry and you have not made a claim, we will issue a pro rata refund.

## What to do if you have a complaint

If you wish to register a complaint about our insurance services, please contact us by telephone, email or writing. If you are not satisfied with our response to your complaint, you may be entitled to refer it to the Belgian Ombudsman des assurances or the British Financial Conduct Authority. For full details on our complaints procedure, please click [here](#).

If you are unhappy with an underwriting decision, or feel a decision about a claim is unfair, you may refer your complaint to the insurer of your policy, AWP Health & Life SA. If you are dissatisfied with the response from the insurer, you may submit a complaint to the French Insurance Mediator. For full details on our complaints procedure, please click [here](#).

### William Russell Europe SRL

Place Marcel Broodthaers, 8  
B-1060 Saint-Gilles  
Brussels, Belgium

T +44 1276 486 455

E [contact@william-russell.com](mailto:contact@william-russell.com)

### AWP Health & Life SA

Customer Relationships  
Eurosquare, 2  
7 rue Dora Maar

93400 Saint Ouen, France

E [client.care@allianzworldwidecare.com](mailto:client.care@allianzworldwidecare.com)

## Am I covered by the UK Financial Services Compensation Scheme (FSCS)?

No, we're not covered by the FSCS.

### Contact details

T +44 1276 486 455

E [contact@william-russell.com](mailto:contact@william-russell.com)  
[william-russell.com](http://william-russell.com)

### William Russell Europe SRL

Place Marcel Broodthaers, 8  
B-1060 Saint-Gilles  
Brussels, Belgium

William Russell Europe SRL is registered at Place Marcel Broodthaers 8, B-1060 Saint-Gilles, Brussels and is registered in Belgium with the Financial Services & Markets Authority (no. 0731.975.658 RPM) as a limited liability company with share capital of €30,000. William Russell Europe SRL is a mandated underwriter for AWP Health & Life SA. The UK branch of William Russell Europe SRL is registered at William Russell House, The Square, Lightwater, Surrey, GU18 5SS, UK. The UK branch is authorised & regulated by the Financial Conduct Authority (FCA), reference no. 973067.