



Mortgage Protection Cover

Taking the worry out of your mortgage



AVIVA

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Why choose Aviva?

Around the world, Aviva plc, the ultimate parent company of Aviva, provides around 31 million customers with life insurance, savings and investment products.*

Aviva is Ireland's leading composite insurer for life, pensions, general and health insurance products. Our aim is to provide an efficient and professional service through a range of channels such as Financial Brokers, financial institution partners and our website www.aviva.ie

We combine strong life insurance, general insurance and asset management businesses under one powerful brand. We are committed to serving our customers well in order to build a stronger, sustainable business and which makes a positive contribution to society.

*Source: Aviva 2013 Report and Accounts

Protection Cover from Aviva

Protection is the most important part of financial planning. It is the practical way to ensure that, if the worst were to happen, your family would have enough money to maintain their lifestyle.

Aviva offers a wide range of protection plans, enabling customers to choose an arrangement that matches their needs and circumstances.

- **Life Cover** can be used to provide family protection or to ensure the financial survival of your business in the event of the death of a director or key employee. You choose how long you will need your cover for, which can be from 2 to 50 years.
- **Specified Illness Cover** will give you peace of mind. It provides a lump sum payment if you are diagnosed and proven to have one of the specified illnesses defined in the policy, provided you survive for 14 days after the specified illness event. Please see the Specified Illness Definitions Guide for full details of illnesses covered and standard exclusions that apply.
- **Mortgage Protection Cover** is essential for anyone buying their home. This decreasing life cover can be used to secure your mortgage with the bank.

Mortgage Protection Cover is the cheapest form of life assurance or combined life and specified illness cover, which is the product described in this brochure.

You must be a resident of the Republic of Ireland at the time your policy starts.

Cover is underwritten by Aviva Life & Pensions UK Limited.

Mortgage Protection Cover

Mortgage Protection Cover is designed to provide:

- Life assurance protection...
- With the option of specified illness cover...
- Linked to your mortgage, for...
- Maximum peace of mind.

A summary of the benefits

- Provided you have sufficient cover in place, your mortgage will be automatically paid off if you die during the term of the plan.
- With the addition of specified illness cover, there will be a benefit paid if you are diagnosed and proven to have a specified illness (*see pages 6 and 7 for illnesses covered*) or if you die.
- Your plan automatically includes a valuable extra benefit called Best Doctors®. This is a second medical opinion service which can provide an expert medical review should you be diagnosed with a serious or chronic medical condition (see the Best Doctors brochure for details).
- Your life assurance or combined life and specified illness cover will reduce each month – so you only pay for the cover that you need.
- If you arrange a joint mortgage, the plan can cover both people.
- There are favourable terms for non-smokers.
- You can arrange additional cover if you increase or extend your mortgage in the future, subject to certain limitations (see page 11).

Your plan benefits

This plan is designed to pay off the decreasing sum insured in the event of your death (or diagnosis and certification of a specified illness (see pages 6 and 7 for illnesses covered) if applicable) during the mortgage term.

The reducing Life Cover

Your life assurance benefit will reduce each month in line with your outstanding mortgage (provided that your mortgage payments are fully up to date and your mortgage interest rate does not exceed the level specified in your Policy Document).

As you would expect, this form of 'reducing cover' is cheaper than cover which remains at the full initial level throughout the term of the policy.

Your cover provides access to Best Doctors®, a second medical opinion service for those diagnosed with a serious or chronic medical condition (see page 8).

Adding Specified Illness Cover

If you wish, you can add Specified Illness Cover for an amount equal to your life cover. By adding the option of Specified Illness Cover, your plan will pay out on the earlier of death or the diagnosis and proof of a prescribed specified illness (see pages 6 and 7 for illnesses covered).

The life and specified illness benefit is also a form of 'reducing cover' and decreases each month in line with your outstanding mortgage, (provided that your mortgage payments are fully up to date and your mortgage interest rate does not exceed the level specified in your Policy Document).

Please ask your Financial Broker for a copy of the Specified Illness Definitions Guide, which has full details in 'layman's terms' of the illnesses covered (these are outlined on pages 6 and 7).

Important note: If you are diagnosed with a full payment specified illness covered under your policy and receive the benefit payout, your plan will stop and no further benefit will be available on death.

The plan can cover one or two people

If you take out a joint mortgage, your plan can be taken out jointly with the benefit being payable on the 'first event' or 'claim'. That means that, if one of you dies or suffers a specified illness (if this option is chosen) which results in a full payment (see page 6) during the period of cover, the plan will pay out a lump sum benefit. As the policy can only pay out once, it will then stop – and no further premiums will be payable.

Eligibility

The plan is only available to people who are aged at least 18. The person to be insured (or both people, in the case of a joint plan) must be no older than 74 when the plan starts, or no older than 69 if the specified illness cover option is chosen.

Accidental death benefit

We will provide you with free accidental death cover while your application for **Mortgage Protection Cover** is being considered. Accidental death means a death occurring before age 65 and within 12 months of an accident due to accidental bodily injury arising solely and directly from external violent, visible and accidental causes, totally independent of any physical or mental illness or infirmity.

Your accidental death cover will start on the day we receive your fully completed application – and continue until the earliest of three dates:

- 1 The end of 3 months, or
- 2 The date that the cover provided by your plan comes into effect, or
- 3 The date you are informed that your application has not been accepted at ordinary rates.

Should death occur within 12 months of an accident that occurred while Accidental death benefit was in place, the full amount of life assurance cover for which you have applied will be paid out, up to a maximum of €150,000.

In the case of a joint plan this immediate cover benefit will be payable on a 'first death' basis. This means that, whichever one of you dies first, the benefit will be paid to the survivor.

Accidental death benefit will not be paid if death is caused directly or indirectly by any of the following:

- self inflicted injury including suicide or attempted suicide,
- engaging in a hazardous pursuit,
- war (whether declared or not, riot or civil commotion),
- taking alcohol or drugs (unless they are prescribed by a registered doctor in the Republic of Ireland),
- committing, attempting or provoking an assault or criminal offence,
- taking part or attempting to take part in any aerial flight other than as a fare paying passenger on a licensed airline,
- death in a country outside the EU,
- engaging in a hazardous occupation,
- an assault on the covered person which is not reported to the police,
- disease, bodily or mental infirmity or medical or surgical treatment of these or where the covered person acts against medical advice.

Notification of death must be received by Aviva Life & Pensions UK Limited within 12 months of the date of death.

Non-smoker discount

Medical statistics show that, as a group, non-smokers live longer than smokers. Recognising this, we offer a substantial discount if the person to be insured hasn't smoked any form of tobacco during the last 12 months.

Medical evidence

You will be asked to complete an application form, giving us details of your medical history. According to the answers you give and the amount of cover that you have requested, we might need further information. In some circumstances, we may ask you to attend a medical examination at our expense.

All the questions on the application form must be answered fully and accurately. If you are not sure whether or not to give us any information about your past or present health, you should do so. If you don't tell us about something important, it could mean that we don't pay a claim.

How to make a claim

If specified illness benefit is chosen, and if you are diagnosed with a specified illness under your policy (see pages 6 and 7), you should notify us at our branch, Aviva Life & Pensions Ireland, One Park Place, Hatch Street, Dublin 2 as soon as possible. Some formalities will be necessary, including the production of the policy document. However, these requirements will be kept to a minimum – and we will act promptly to ensure that payment is made as soon as possible.

If you die, your family or any legal representative acting for them would contact us at our branch, Aviva Life & Pensions Ireland, One Park Place, Hatch Street, Dublin 2 in the same way.

Replacing an existing policy

If you are thinking of starting Mortgage Protection Cover to replace an existing policy, please take special care to satisfy yourself that this policy meets your needs. In particular, you should make sure that you are fully aware of the financial consequences of replacing an existing policy. If you are in any doubt about this, please speak to your Financial Broker.

Specified Illnesses covered

Full payment illnesses

Specified Illness covers 47 illnesses on a full payment basis. This means that if you suffer one of these illnesses and satisfy the definition while on cover, we will pay the full amount for which you are covered.

Alzheimer's disease or dementia– resulting in permanent symptoms	Loss of speech – permanent and irreversible
Aorta graft surgery – for disease	Major organ transplant
Aplastic anaemia – of specified severity	Motor neurone disease – resulting in permanent symptoms
Bacterial meningitis – resulting in permanent symptoms	Multiple sclerosis – with persisting symptoms
Balloon valvuloplasty	Multiple system atrophy – resulting in permanent symptoms
Benign brain tumour – of specified severity	Open heart surgery – with median sternotomy
Benign spinal cord tumour	Paralysis of limbs - total and irreversible
Blindness – permanent and irreversible	Parkinson's disease – resulting in permanent symptoms
Cancer – excluding less advanced cases	Peripheral vascular disease – with surgery
Cardiac arrest – with insertion of a defibrillator	Primary pulmonary hypertension – of specified severity
Cardiomyopathy – of specified severity	Primary sclerosing cholangitis – of specified severity
Coma – resulting in permanent symptoms	Progressive supranuclear palsy – resulting in permanent symptoms
Coronary artery by-pass grafts – with surgery to divide the breastbone	Pulmonary artery replacement - with surgery to divide the breastbone
Creutzfeldt-Jakob disease – resulting in permanent symptoms	Severe Crohn's disease – with persisting symptoms that has not responded to surgical intestinal resection.
Deafness – permanent and irreversible	Severe lung disease - of specified severity
Devic's disease - with persisting symptoms	Short bowel syndrome - requiring permanent total parenteral nutrition
Encephalitis – resulting in permanent symptoms	Stroke – resulting in permanent symptoms
Heart attack – of specified severity	Systemic lupus erythematosus – with severe complications
Heart valve replacement or repair	Terminal illness
HIV infection – caught from a blood transfusion, a physical assault or at work in an eligible occupation	Third degree burns - covering 20% of the body's surface area
Intensive care - requiring mechanical ventilation for 10 days	Total pneumonectomy
Kidney failure – requiring dialysis	Traumatic head injury – resulting in permanent symptoms
Liver failure – end stage	Total and permanent disability – of specified severity
Loss of hands or feet – permanent physical severance	

Partial payment illnesses

Specified Illness covers 19 illnesses on a partial payment basis. If you are eligible to claim for one of these, we will pay €20,000 or half of your cover amount, whichever is lower. One exception to this is Angioplasty – single vessel for which we pay €5,000 or half of your cover amount, whichever is lower.

• Angioplasty – single vessel - for coronary artery disease of specified severity	• Low grade prostate cancer
• Angioplasty – two or more vessels - for coronary artery disease of specified severity	• Paralysis of limb – total and irreversible
• Carcinoma in situ of the breast – with surgery to remove the tumour	• Serious accident cover – resulting in at least 28 consecutive days in hospital
• Carcinoma in situ of the oesophagus – with surgery to remove the tumour	• Significant visual impairment - permanent and irreversible
• Carcinoma in situ of the urinary bladder – requiring surgical removal	• Single lobectomy – for disease or trauma
• Cerebral abscess - requiring surgery	• Surgical removal of one eye
• Cerebral aneurysm – with surgical repair	• Syringomyelia or Syringobulbia
• Cerebral arteriovenous malformation –requiring surgery	• Third degree burns – covering 5% of the body's surface area
• Crohn's disease – treated with surgical intestinal resection	• Ulcerative colitis – treated with total colectomy (removal of the entire bowel)
• Loss of hand or foot - permanent physical severance	

If we pay out to you for a partial payment specified illness, you can't claim for that partial payment illness again but if you are eligible to claim for any of the other partial payment illnesses, we will pay.

You can't claim under both a partial payment specified illness and a full payment specified illness for related conditions if the diagnoses or events leading to a claim are within 30 days of each other. In these circumstances, the total amount we pay will be the full payment specified illness cover amount.

Once you claim your full specified illness cover payment, you will have no specified illness cover left and no option to claim for a partial payment.

Precise definitions of the specified illnesses and disabilities covered are set out in your Policy Document – together with details of any time limits that apply. In particular, you will need to survive for at least 14 days after the onset of the illness or disability. Any claim for benefits must be made within the time limits specified in the Policy Document.

For further information see the Specified Illness Definitions Guide which provides a full 'layman's' explanation of the specific illnesses that the plan covers, as well as the exclusions and restrictions that apply.

Cover for a child

Cover for a child

(Only available on plans that have specified illness cover)

Your plan also provides cover for your children. By “children” or “child” we mean any child, stepchild or adopted child of yours who is aged 30 days or more and who is under the age of 21.

Children’s Life Cover

If you take out specified illness cover, we cover each of your children for €2,500 life cover for as long as you are covered. We will only pay one claim for each child no matter how many plans you have with us.

Children’s Specified Illness Cover

Children are covered for the same specified illnesses covered by the plan. For full payment illnesses children are covered for €25,000 or half of your cover amount, whichever is lower. For partial payment illnesses children are covered for €10,000 or a quarter of your cover amount, whichever is lower.

As we do not ask for any medical details about your children before we include them in your plan, a child won’t be covered for specified illness if:

- (i) the condition was present at birth,
- (ii) the symptoms first arose before the child was covered, or
- (iii) the child dies within 14 days of diagnosis.

Best Doctors® - a second medical opinion

Best Doctors is provided to you at no extra charge with your plan. It is available to you, your partner/spouse, your children age 0-18 (or 23 if in full time education), your parents and your spouse’s/partner’s parents. If you are diagnosed with a serious or chronic medical condition, you will have access to Best Doctors, a leading medical knowledge company that has built up a worldwide database of over 53,000 of the world’s top physicians. At your request, Best Doctors can provide you with:

- a comprehensive review of your diagnosis and treatment without you having to leave home,
- access to information from the most qualified specialists, plus
- a Best Doctors Nurse Care Manager who will collate all the information about your condition, submit it to the most appropriate expert – and keep you fully informed every step of the way.

Please refer to the Best Doctors brochure for more information.

Best Doctors is not available for acute, pregnancy related or mental health conditions. The service does not cover the cost of treatment, additional testing or face-to-face consultations. Best Doctors is an independent company and Aviva will not be responsible for any actions taken or not taken as a consequence of recommendations made by Best Doctors. Aviva Life & Pensions UK Limited does not guarantee the on-going availability of the Best Doctors service to its policyholders and may, at its sole discretion, withdraw access to the service by giving at least a month’s notice. Policyholders will receive written notification if the Best Doctors service is withdrawn. Best Doctors is not included with policies that are taken out under conversion options.

Changing circumstances

(Only applies to plans with Specified Illness Cover)

The risk of you being affected by a specified illness could be significantly increased by a change in your occupation – or by you spending a great deal of time in a foreign country.

Change of occupation

If you change your occupation, you must tell us immediately – and, depending on your new employment, we may revise the premiums payable to your plan and the benefits that it provides. If you have a joint life plan, we will also need to be told of any change in occupation of the other insured person.

Please note that if you don't tell us about a change in occupation it could mean that your cover is no longer valid.

Territorial limits

A claim for a specified illness will be invalid if you are resident outside Western Europe (Andorra, Austria, Belgium, Channel Islands, Denmark, Finland, France, Germany, Gibraltar, Greece, Iceland, Ireland, Isle of Man, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Portugal, San Marino, Spain, Sweden, Switzerland, the United Kingdom), Australia, Canada, Hong Kong, New Zealand, Singapore, South Africa or U.S.A. for more than 13 weeks in the 12 consecutive calendar months immediately preceding a claim.

Specified Illness Exclusions

We will not pay any Specified Illness benefits – where the disability or illness is caused by intentional self-inflicted injury, failure to follow reasonable medical advice or by alcohol, solvent or drug abuse. Illnesses and disabilities will also be excluded if they are caused by war or civil war; wilful participation in acts of violence; flying other than as a passenger on a recognised airline; participating in a dangerous pastime or pursuit; or any breach of the criminal law. The exclusions are described more fully in your Policy Document.

The premiums

The cost of your Mortgage Protection Cover will depend on:

- The size of your mortgage – and as a result, the amount of cover that you require.
- Whether you add specified illness cover.
- The length your mortgage – and because of this, the term of the plan.
- Your age.
- Whether you are a smoker or a non-smoker.
- Your current state of health.
- Whether you take out the plan by yourself or jointly with your partner.

All the charges (including any Government levy applicable at the time - currently 1%) are automatically included in the premiums.

Premium payments

Premiums may be paid monthly or annually in advance. Monthly premiums must be paid by direct debit; annual premiums may be paid by direct debit or cheque. If you subsequently wish to change from paying monthly to paying yearly – or vice versa – you may do so on any anniversary date.

All premiums should be paid promptly – although we will allow up to 30 days of grace to cover the late payment of a premium. If a premium is delayed any longer, the plan will lapse and your cover will stop.

If you do not make a claim during the period of cover, the plan will expire and no benefit will be payable.

If you stop paying the premiums before the end of the premium payment term (see 'Minimum premium' below), your cover will cease – and the plan will have no cash-in value.

Minimum premium

The minimum premium is €20 per month or €200 per annum for single and joint life cover. If your life assurance or combined life and specified illness cover would otherwise have cost you less than the minimum premium, you will be compensated for this by a reduction in the number of years for which you have to pay for your cover.

Ongoing flexibility

Assigning your plan

As your plan is an integral part of your mortgage arrangement with a bank or another lender, the plan may be assigned to this third party. Any changes to the policy while your mortgage remains in force must be approved by your mortgage lender.

Reinstatement

If your **Mortgage Protection Cover** lapses, you may reinstate it at any time within the following 6 months. This reinstatement will be subject to you providing us with satisfactory evidence of your ongoing good health – and paying all the outstanding premiums, plus any late payment charge that may apply at that time.

Early repayment

If you pay off your mortgage early, you may stop the plan immediately – you need to notify us that you wish to do so. However, you may prefer to leave your plan in force, to provide additional security for your family. Your **Mortgage Protection Cover** does not acquire a cash-in value at any time.

Guaranteed insurability option

If you increase your mortgage or if you extend the term of your mortgage (but not beyond your 70th birthday) you may take out an additional **Mortgage Protection Cover** policy, to meet your increased need for life assurance (the new plan is for life assurance only, specified illness cover cannot be included).

The extra contributions cannot be directed to your existing policy, so they will be invested in a separate **Mortgage Protection Cover** policy.

No further evidence of your good health will be required for that new **Mortgage Protection Cover** policy, provided that the term of the policy matches that of your extended mortgage and any increase in your cover is not more than €40,000 – or,

1. if lower, your original level of cover, or
2. if lower, the increase in the amount of cover required

The premiums payable to the new plan will be calculated based on your age, smoker status and on the rates applying at the time.

However, the availability of this option is subject to certain conditions. For example, your original policy must have been issued on standard terms.

A commitment to quality service

Aviva Life & Pensions UK Limited is committed to providing the highest possible standards of customer service. However, if you are ever unhappy with any aspect of our service, do please let us know. We take all complaints very seriously and will aim to put things right as quickly as possible.

If you wish to complain about any aspect of the service you have received, please contact our branch, Aviva Life & Pensions Ireland, One Park Place, Hatch Street, Dublin 2. If your complaint is not dealt with to your satisfaction, you may complain to:

Financial Services Ombudsman's Bureau,

Address: 3rd Floor, Lincoln House,
Lincoln Place, Dublin 2
Lo-call: 1890 88 20 90
Fax: (01) 662 0890
E-mail: enquiries@financialombudsman.ie
Website: www.financialombudsman.ie

Full details of the remit of the Financial Services Ombudsman's Bureau can be obtained directly from their office.

Copy documents

A copy of the application form, policy documents and policy conditions for **Mortgage Protection Cover** is available to you by sending us a request in writing.

Ensuring the policy meets your needs

We only want you to have **Mortgage Protection Cover** if you are satisfied that it is the right plan for you. So, shortly after your **Mortgage Protection Cover** has started, we will send you the full documentation governing your plan. You will then have a cancellation period of 30 days from the date on which your plan documentation is issued to change your mind. Study the documents – and, if you would like to cancel the arrangement, simply return the documents and a signed notice of cancellation to our branch office:

The Customer Services Manager,

Aviva Life & Pensions Ireland ,
One Park Place, Hatch Street, Dublin 2.

We will cancel your **Mortgage Protection Cover** policy and return all the money you have paid. If your policy has been assigned for lending purposes, you must advise the lender that your policy has been cancelled.

This brochure has been produced by Aviva Life & Pensions UK Limited. Great care has been taken to ensure the accuracy of the information it contains. This brochure is not a legal document and, should there be any conflict between the brochure and the policy document, the latter will prevail.

Aviva Life & Pensions UK Limited, January 2015.



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