

ASUdirect – Policy Summary **keyfacts**[®]

This Policy Summary shows key facts that the Financial Services Authority has asked us to bring to your attention. This Summary is not the full terms and conditions. These are detailed in the FULL POLICY WORDING. It is important that you read this Policy Summary, in particular the section relating to what is not covered for the level of cover you have (or may) purchase. This summary does not form part of your insurance

What is ASUdirect?

ASUdirect is monthly payment protection insurance. It is designed to protect the monthly repayments on your mortgage, car/personal loan or rent for up to 12 months per claim should you be unable to work due to an accident, sickness or involuntary unemployment. It is not intended to protect day-to-day living expenses or credit card payments. Cover for involuntary unemployment also includes giving up work to become a full time carer. There is a choice of cover available to you. You can choose full accident, sickness and unemployment cover, accident and sickness cover only or, if you are moving home, unemployment only. You can also choose either a 30 or 90 day waiting period. Full details are given within the policy booklet.

Am I eligible to apply?

You must be under 64, living in the UK, actively working and have appropriate financial commitments that you wish to protect. We are unable to offer you **ASUdirect** if your work is only temporary. Please note that it is your responsibility to ensure that the cover is suitable for you.

Please see the full eligibility requirements in SECTION 1 of the FULL POLICY WORDING.

The Insurers

ASUdirect is underwritten 100% by Lloyd's Syndicate 5820. The Lloyd's Managing Agent for Lloyd's Syndicate 5820 is Jubilee Managing Agency Limited.

What ASUdirect doesn't cover

Like all policies of this type there are some things that this insurance does not cover. Importantly, these include;

- any medical condition which you knew about, or suffered from, in the 12 months before your cover starts unless you go for 24 months without symptoms and without seeing your doctor about it
- mental and nervous conditions (unless you are under specialist care)
- backache (unless there is x-ray evidence) or self-inflicted injury.
- any unemployment which occurs or is notified to you during the 120 day period immediately following the start of cover. This period is reduced to 60 days if you are buying a new home or exercising a 'Right to Buy' within the 30-day period immediately following the start of cover. If you cancelled a similar accident, sickness and unemployment insurance immediately prior to the start of your **ASUdirect** this exclusion will not apply provided that the original insurance had been in force for a minimum of 6 calendar months. You will be asked to provide proof of this if you claim for unemployment benefits within the 120-day period immediately following the commencement date
- any unemployment which you knew about at the start of cover or which occurs or is notified during a probationary period
- unemployment after some types of fixed-term contract and, in some circumstances, if you are self-employed.

The full policy exclusions are explained in SECTION 6 of the FULL POLICY WORDING.

Time to reconsider after you apply ("cooling-off period")

If, having applied for **ASUdirect** you decide that you do not want the insurance after all, simply advise us at asu.ltd within 30 days of receiving your insurance schedule and all cover will be cancelled. Any premium already paid will be refunded to you.

Please ensure that you read the Full Policy Wording before the end of the 'cooling-off' period to check that the cover is suitable for you.

How to renew your policy

If you decide to keep **ASUdirect** then simply by continuing to pay your monthly premiums the Insurers will renew your cover each month automatically without the need to notify you each time.

How long does cover last?

Cover can last until you are 65 years of age, but you should review your personal circumstances periodically to make sure this insurance is still suitable for you and that you remain eligible for cover.

See SECTION 7 of the FULL POLICY WORDING

How to cancel

You can cancel cover at any time by contacting asu.ltd on 020 8408 5223. There is no refund when you cancel after the "cooling-off period" because premiums are paid monthly so you will only have paid for the cover you have already received. Please note that premiums must be maintained during any period of claim.

How to claim

If you need to claim simply ring 01444 450 550 quoting your Schedule reference. The telephone lines are open between 8.30am and 5.30pm Monday to Friday (excluding Bank Holidays).

See SECTION 4 of the FULL POLICY WORDING.

If you have a complaint

If you wish to make a complaint about any aspect of your policy you should contact the Insurers. You can do this by contacting their appointed administrators. Please write to: The Managing Director, Cassidy Davis Insurance Services Ltd, 21 Perrymount Rd, Haywards Heath, RH16 3TP. Tel: 01444 450550 Fax: 01444 458234. Jubilee Managing Agency Limited has internal complaints handling procedures that are available on request. In the event that you remain dissatisfied you can refer the matter to Policyholder & Market Assistance at Lloyd's. The contact details are: Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London, EC3M 7HA. Tel: 020 7327 5693 Fax: 020 7327 5225 Email: complaints@lloyds.com. Complaints that cannot be resolved by Policyholder & Market Assistance may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaints procedure is without prejudice to your rights to take legal proceedings.

Compensation

Lloyd's Insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's Insurer is unable to meet its obligations to you under this contract. If you are entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information can be obtained from the Financial Services Compensation Scheme (7th Floor Lloyd's Chambers, Portsoken Street, London, E1 8BN) by phone on 020 7892 7300 and on their website at www.fscs.org.uk