

William Russell Ltd.

The Global Income Protection plan

This document contains important information about your income protection insurance policy. This document does not contain the full terms and conditions of the insurance policy, which can be found in your plan agreement and on your certificate of insurance. Please read these documents carefully when you receive them to make sure that you understand the cover your policy provides.

The insurer of your cover

The insurer of the Global Income Protection plan is AWP Health & Life S.A., an Allianz group company and an EEA insurer registered in France.

Type & duration of insurance cover

The Global Income Protection plan will during the term of policy, pay a regular benefit should you suffer an illness or accidental injury that prevents you from working, leading 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 for the duration of your plan. You should review your cover periodically to ensure it remain appropriate.

Significant features & benefits

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

- the amount of benefit you have insured or 75% 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 company);

The maximum income benefit we will pay is US\$144,000 or £108,000 or €144,000;

There will be a period when you are first unable to work for which we do not pay 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 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 rehabilitation benefit. After we have paid benefit for a period of 24 months, we will only continue to pay 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 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 benefit;

All benefit ceases on your 65th birthday.

Significant and unusual exclusions or limitations

No 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 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;
- 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;
- any loss of income arising from loss of your licence to carry on your own occupation;

No benefit will be paid for disablement that has not been reported to us within 12 months of you becoming totally disabled from working.

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 486475 in the event of a claim. Alternatively, you can email us on global.protection@william-russell.com. More information about making a claim can be found in the plan agreement.

Cancelling your cover

If you decide your plan does not meet your needs, simply contact us and advise us that you wish to cancel. Provided we receive your written instruction within 30 days of your date of entry, and provided no claims have been made, we will refund your premium in full. If we receive your instruction to cancel your plan more than 30 days after your date of entry, the terms of our cancellation policy will apply.

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 UK Financial Ombudsman Service. 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 plan, AWP Health & Life S.A. 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](#).

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93400 Saint Ouen, France

Email client.care@allianzworldwidecare.com

Am I covered by the UK Financial Services Compensation Scheme?

The insurer of your plan, AWP Health & Life S.A., is not covered by the UK Financial Services Compensation Scheme.

William Russell is covered by the UK Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstance of the claim. For example, insurance advising and arranging is covered for up to 90% of the claim without any upper limit. Further information about compensation scheme arrangements is available from the UK Financial Services Compensation Scheme at www.fscs.org.uk or telephone 0800 678 1100 or 0207 741 4100.