

## Key features of Zurich Accidental Death Cover



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## Helping you decide

This **important document** gives you a summary of Zurich Accidental Death Cover. Please read this and keep it for future reference.

The Financial Conduct Authority is the independent financial services regulator. It requires us, Zurich Assurance Ltd, to give you this important information to help you decide whether our Zurich Accidental Death Cover is right for you. You should read this document carefully so that you understand what you are receiving, and then keep it safe for future reference.

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# Zurich Accidental Death Cover

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Zurich Accidental Death Cover (the plan) is a life assurance plan. It is designed to pay the plan cover if you die, or if the plan is in joint names the first person dies, as the result of an accident within 1 year from the start of your Advance Portfolio.

If you are buying this plan and receiving advice from a financial adviser, your adviser will help you decide if this plan is right for you.

If you are buying without the help of an adviser, Zurich will not give you advice about the suitability of this plan. You must decide whether it is adequate and suitable for you. You may prefer to take the time to go through a full review of your needs with a financial adviser (who may charge for the service).

## Its aims

### What this plan is designed to do

- To pay the plan cover if you die within 1 year from the start of your Advance Portfolio, as the result of an accident.
- To highlight the importance of financial protection.

This plan will meet the demands and needs of planholders who would benefit from a lump sum at no cost if they die due to an accident within one year of the plan starting.

## Risk factors

### What you need to be aware of

- We will not pay a claim in the circumstances described in 'When will the plan not pay out?' on page 5.

## Your commitment

### What we ask you to do

- Review your plan cover with your adviser.
- Be aware of the limitations of the cover, it's for a limited amount and a short term and is unlikely to meet all of your financial protection needs.

## Other documents you should read

### Zurich Accidental Death Cover Terms and conditions

This sets out the terms and conditions that apply to your plan.

# Questions and answers

## Setting up your plan

### Who can the plan cover?

You will be covered under the plan if you open an Advance Portfolio with Sterling ISA Managers Limited.

The plan can cover one person or two people jointly. If the plan is in joint names, we'll pay out if the first person dies as the result of an accident within 1 year from the start date of your Advance Portfolio.

You must be at least 18 when the plan starts. If the plan is in joint names, you must both be at least 18 when the plan starts.

In the case of Junior Portfolios, the plan will automatically start at age 18.

You must be resident in the UK for tax purposes for the last six months prior to the plan starting.

You will not be eligible for a plan if:

- the Advance Portfolio is held by the trustees of a trust.
- the Advance Portfolio is held in the name of a third party provider.
- you are a US national, US citizen or US person. If the plan is in joint names this applies to each plan holder.

### What is the plan cover?

The plan pays out if you die as the result of an accident within 1 year from the start date of your Advance Portfolio.

#### Plan cover

Plan cover is 10% of the value of your Advance Portfolio on the date of notification of your death, up to a maximum of £25,000.

Please see the [Zurich Accidental Death Cover terms and conditions](#) for full details.

### When does the plan start and how long will it last?

The plan, and your plan cover, will start from the same date as your Advance Portfolio. This is the date a fully completed Advance Portfolio application is submitted online by your adviser.

The plan lasts for 1 year but will end earlier if:

- we pay the plan cover, or
- you cancel the plan, or
- you fully cash in your Advance Portfolio.

You will not be able to restart your plan once it ends.

### What are the plan costs?

The plan has no cost to you, as it will be paid for by Sterling ISA Managers Limited.

## After it starts

### When and how much does the plan pay out?

We will pay the plan cover if you die within 1 year from the start date of your Advance Portfolio, as the result of an accident. If the plan is in joint names, the plan will pay out on the first death of a plan holder.

Please see the **Zurich Accidental Death Cover terms and conditions** for full details.

#### Plan cover

**Example 1:**

Value of your Advance Portfolio when we receive notification of death  
= £50,000

Plan cover = £5,000

**Example 2:**

Value of your Advance Portfolio when we receive notification of your death  
= £300,000

Plan cover = £25,000

### When will the plan not pay out?

We will not pay a cash sum, and will cancel all plan cover, if:

- your representative doesn't give us all the information we ask for when they make a claim, or
- your death is not the result of an accident, or
- your plan has ended before you die.

Please see the **Zurich Accidental Death Cover terms and conditions** for full details.

## Cancelling your plan or making a claim

### Can I change my mind and cancel?

Yes you can. You can cancel your plan at any time by writing to us as detailed in the 'How to contact us' section on the back page of this key features document. If you cancel this plan your cover will stop.

### How can I make a claim?

To make a claim the person(s) dealing with your affairs should inform the Advance Portfolio Team. We will process the claim as quickly as possible once we have received all the information we need.

Please see **How to contact us** for full details.

## What about tax?

You won't have to pay income tax or capital gains tax on any cash sum the plan pays out.

As the plan is not written in trust, the cash sum will form part of your estate and may be liable to inheritance tax. Please talk to your adviser about how this affects you and what arrangements you could make.

We've based this information on our understanding of current UK law and HM Revenue & Customs practice. Future changes in law and tax practice or in individual circumstances could affect taxation.

# Other information

## How to complain

If you need to complain, please see the **'How to contact us'** section on page 8.

You can ask us for details of our complaints handling process. If you're not satisfied with our response to your complaint you can complain to:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123.

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

This service is free to you and you can find out more by contacting the Financial Ombudsman Service. You do not have to accept a decision by the Financial Ombudsman Service and you are free to go to court instead if you wish.

## Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations, you may be entitled to compensation under the FSCS. Any compensation you receive under the FSCS will be based on the FSCS's rules. For life assurance products the FSCS's first responsibility is to ensure the cover continues rather than pay compensation.

If you need more information you can contact the FSCS helpline on 0800 678 100 or 020 7741 4100, write to the address below or visit the website [www.fscs.org.uk](http://www.fscs.org.uk)

Financial Services Compensation Scheme  
10th Floor  
Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU

Your adviser will recommend products that are suitable for your needs. You have a legal right to compensation if an authority decides that a recommendation was unsuitable when it was made.

## Terms and conditions

This Key features document gives a summary of the Zurich Accidental Death Cover.

You should read the Zurich Accidental Death Cover Terms and conditions for full details. You should have been given a copy of these terms and conditions with this document. If not please contact us direct.

We'll let you know if there are any changes to the terms and conditions. For details of the changes we can make, see the 'Changes we can make to the plan' section of the terms and conditions.

## Moving abroad

If you move abroad you need to tell us. This may result in you having tax obligations in that country. If you move to the US we may place further restrictions on your account. Please refer to the terms and conditions.

## Conflicts of interest

We make every effort to identify conflicts of interest. A conflict of interest is where the interests of our business conflict with those of a customer, or if there is a conflict between customers of the business. Once identified, we aim to either prevent the conflict or put steps in place to manage it so that it is no longer potentially detrimental to our customers.

We have processes in place to ensure we conduct our business lawfully, with integrity, and in line with current legislation. We operate in line with our conflicts of interest policy, available on request or on our website, which details the types of conflicts of interest that affect our business and how we aim to prevent or manage these. Where we cannot prevent or manage a conflict which may be detrimental to you, we will fully disclose it to you in line with our policy.

We will not seek to influence Sterling ISA Managers Limited in relation to their duty to act in your best interests in providing the Advance Portfolio.

## Law

The Plan is governed by the law of England.

## Our regulator

Zurich Assurance Ltd is an insurance company. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We are entered on the FCA register under number 147672. You can find this on the website [www.fca.org.uk](http://www.fca.org.uk). You can contact the FCA by telephone on 0800 111 6768 (freephone).

## Communicating with you

Our plan documents and terms and conditions are in English and all our other communications with you will be in English.

# How to contact us

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## Keep in touch

It's important we keep in touch so, if you change your address, or any of your contact details, please tell your adviser.

We'd like everyone to find it easy to deal with us. Please let us know if you need information about our plans and services in a different format.

If you are a textphone user, we can answer any questions you have through a Tynetalk operator. Please call us on **18001 0345 607 2013**. Or, if you prefer, we can introduce you to a sign language interpreter.

To contact us you can email, phone or write.



Email

[portfolioteam@embarkadvance.co.uk](mailto:portfolioteam@embarkadvance.co.uk)



Phone

**0345 607 2013**

(Monday to Friday 8am until 6.00pm, except on public holidays) We may record or monitor calls to improve our service.



Write to

**Advance Portfolio Team  
PO Box 1200  
The Grange  
Cheltenham  
GL50 9UP**

Please let us know if you would like a copy of this in large print or braille, or on audiotape or CD.

### Zurich Assurance Ltd

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