Your Policy Summary

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Welcome

We've sent **you** this Policy Summary as a comprehensive guide to **our** products and because **we** are is required to do so by the Financial Conduct Authority.

This important information will explain what **you** are buying and help **you** to decide whether **our Life Insurance** and **Critical Illness** policy is right for **you**.

Read it all carefully and then keep it safe for future reference, or download a digital copy from **your** Account on **our** website **beaglestreet.com** whenever **you** need to.

This document provides **you** with the basic details of **your** policy. Please refer to **your** policy wording for the full Terms and Conditions.

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About us

Your policy is provided by Family Assurance Friendly Society Limited, trading as Beagle Street, which is a friendly society registered and incorporated under the Friendly Societies Act 1992, registration number 939F.

Family Assurance Friendly Society Limited, registered address 16-17 West Street, Brighton, BN1 2RL is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Firm Reference Number 110067.

Words in **bold** text are defined in **our** glossary.

What are the aims of this policy?

Your Beagle Street policy aims to give **you** the type and amount of cover **you** choose for the length of time **you** want.

You did not receive advice or a recommendation from **us**.

The following cover is available and any payment referred to below is subject to the **Policy Terms and Conditions**, which contain policy exclusions.

Life Insurance

Pays the **sum assured** if **you** die, or are diagnosed with a **terminal illness.**

Life Insurance with Critical Illness

Pays the **sum assured** if **you** die or are diagnosed with either a **terminal illness** or a **critical illness.** Cover stops when a claim is paid.

Additional Critical Illness

Pays the **sum assured** if **you** are diagnosed with a **critical illness** and live for 30 days. **You** can choose this **benefit** when **you** buy **Life Insurance. Additional Critical Illness** cover will stop if **you** claim and life cover will continue.

Childhood Critical Illness

Childhood Critical Illness cover is not available as a standalone product but is included as part of **your Critical Illness** cover when this **benefit** is displayed in **your** quote summary.

If a child covered lives for 28 days after they are diagnosed with a **critical illness** this **benefit** pays out the lesser of the following: 25% of **your Critical Illness sum assured** or £25,000. **We** will only pay one claim per child, but will cover multiple claims within **your** family.

Your commitment

- To make monthly payments by direct debit until **your** cover expires.
- To read **your Statement of Facts** and let **us** know if any of the information is wrong, missing or unexpected.
- To fill in **our** online **application** form providing truthful, complete and accurate information.
- To tell **us** if **you** change **your** name, address or bank details.

Risk factors

- **We** reserve the right to cancel or void **your** policy if **we** have reasonable suspicion of either financial crime activity or any form of fraudulent behaviour.
- What happens if **you** miss a monthly payment? **Your** policy will stop 29 days after **your** first missed premium was due. It will have no value and **you** will no longer be covered.
- Do **you** have any exclusions to **your** cover? **You** should check and be sure **you** know of and understand any exclusions. This is important because **we** won't pay a claim for a cause that is listed as an exclusion on **your** Policy Schedule.
- Have **you** selected decreasing term cover? **We** model **our** policy on an interest charge of 6%. If **your** mortgage is anything but 6% and **you** make a claim, the pay-out might not be large enough to cover any outstanding mortgage debt **you** may have planned to clear.
- **You** must provide **us** with truthful and accurate information when applying for **your** policy. It's important to check the information **you** provided in **your application** and tell **us** of any inaccuracies before or immediately after **your** policy is issued. Failure to do so may either mean that **your** cover is not suitable or invalidate **your** policy entirely meaning **we** may not pay out when **you** make a claim.
- **We** may ask **your** Doctor for information after cover has started to review the answers **you** have provided. We may also use this information to review any other policies that **you** hold with **us**. **We** will need **your** consent under the Access to Medical Reports Act (AMRA) 1988. If **you** do not give **us** consent after the policy has been issued then **your** policy will remain active but, if a claim is made against **your** policy, **we** may obtain medical evidence before any claim is considered. **We** reserve the right to void **your** policy, should **we** find **you** have given incomplete, inaccurate or false information when applying for **your** policy.
- The real monetary value, or worth, of the **sum assured** is always changing. If **we** pay out any money as a result of a claim, that money will only go as far for **you** and **your** family as the cost of living dictates. This means that **you** may not be able to buy as much in the future with the proceeds of the policy as **you** could do now. It is therefore important that **you** regularly review the **sum assured** to check that it is still appropriate for **your** needs.
- If **you** need to change **your** policy **we** will let **you** know if this is possible. Depending on the changes **you** want to make, **we** may need to set up a new policy for **you**. There may be differences between the terms of **your** current policy and **your** new one. If so, **we** will explain these before **we** make any changes.
- **Your** policy has no cash-in value at any time.
- **We** won't pay a **Life Insurance** claim on the **Life Assured** within the first 12 months of the policy start date if the cause of death is suicide or as a result of intentional self-inflicted injury.

Choosing your cover

When **you** complete a **quotation** or **application you** must be aged between 18 and 64 and decide:

The Sum Assured

How much **we** will pay for a claim.

Whether your policy should have a level or decreasing sum assured

Do **you** want the **sum assured** to stay the same until **your** policy expires or do **you** want the sum to reduce in line with any ongoing, but diminishing, debts or costs? These could include **your** mortgage repayments or childcare commitments.

If **you** select Life with **Critical Illness** the **sum assured** will be the same for both **benefits.**

If **you** select **Additional Critical Illness** the **sum assured** can be between £5,000 and £300,000 depending on **your** age.

Whether the policy should be Single or Joint Life

You can buy cover for **yourself** (**Single Life**), or for **you** and another person under the same policy (**Joint Life**). If **you** have a **Joint Life** policy **we** will only pay out one claim. This means that two people are covered until the first dies, or is diagnosed with a **terminal illness** or a **critical illness** and a claim is made (any policy exclusions which may apply are detailed within).

The length of time your policy will run

You will decide on the **Policy Term.** This can be between 5 and 40 years, but cover must stop before **your** 80th birthday. All **benefits** must have the same **Policy Term.**

How much does the policy cost?

Make a monthly payment and **your** cover will continue. How much **you** pay depends on:

- **Your** personal circumstances – for example, **your** age, health, **your** job and if **you** smoke
- The **sum assured** and type of cover **you** choose
- How long **you** decide **you** want the cover to last.

When will we pay the benefits?

Any payment referred to below is subject to **Policy Terms and Conditions**, which contain policy exclusions.

Life Insurance

We will pay the **sum assured** if, during the term of the cover, the **life assured** dies or is diagnosed with a **terminal illness.**

Life Insurance with Critical Illness

We will pay the **sum assured** if, during the term of the cover, the **life assured:**

- Dies
- Is diagnosed with a **terminal illness** or
- Is diagnosed with a **critical illness.**

Additional Critical Illness

We will pay the **sum assured** if, during the term of the cover, the **life assured** is diagnosed with a **critical illness** and survives for 30 days after the date of diagnosis.

Child Critical Illness

We will pay the **sum assured** if, during the term of cover, a child of the **life assured** is diagnosed with a **critical illness** and survives for 28 days after the date of diagnosis.

When won't we pay the benefits?

We might not pay a claim for **Life Insurance** or **Critical Illness** cover, if at the time **you** completed **your application** for the policy, or when making the claim, **you** fail to answer all **our** questions truthfully, accurately and completely to the best of **your** knowledge.

We won't pay a **Life Insurance** claim on the **Life Assured** within the first 12 months of the policy start date if the cause of death is suicide or as a result of intentional self-inflicted injury.

We will not pay a claim in respect of **terminal illness** if diagnosed within the last 12 months of the **policy term**. **Your** policy will not pay out if **you** do not have a valid claim before the end of **your policy term**.

We won't pay a **Critical Illness** claim if:

- The illness is not one of the **critical illnesses** covered
- The claim criteria defined in our **Policy Terms and Conditions** are not met
- The **critical illness you** are claiming for is caused directly or indirectly by a condition listed in the policy exclusions section of **your** policy schedule
- The **life assured** does not survive the **critical illness** for more than 30 days where a claim is being made under an **Additional Critical Illness benefit.**

We won't pay under **Child Critical Illness** if:

- The illness is not one of the **critical illnesses** covered
- The claim criteria defined in **our Policy Terms and Conditions** are not met

- The **critical illness** was known to be present at birth
- The symptoms first arose before the child was covered
- The child does not survive the **critical illness** for more than 28 days
- The child is younger than 30 days old or has had their 18th birthday.

Critical Illnesses covered

We have listed all of the conditions **we** cover below and have provided the full definitions of the illnesses covered and the circumstances in which **you** can claim in the **Policy Terms and Conditions.**

Alzheimer's disease before age 65

Resulting in permanent symptoms

Aorta graft surgery

For disease or trauma

Benign brain tumour

Resulting in permanent symptoms

Blindness

Permanent and irreversible

Cancer

Excluding less advanced cases

Coma

Resulting in permanent symptoms

Coronary artery by-pass grafts

With surgery

Deafness

Permanent and irreversible

Heart attack

Of specified severity

Heart valve replacement or repair

With surgery

Kidney failure

Requiring regular dialysis

Loss of hands or feet

Permanent physical severance

Loss of speech

Permanent and irreversible

Major organ transplant

Motor neurone disease

Resulting in permanent symptoms

Multiple sclerosis

With current symptoms

Paralysis of limbs

Total and irreversible

Parkinson's disease

Resulting in permanent symptoms

Stroke

Of specified severity

Third degree burns

Covering either 20% of the surface area of the face or body

Traumatic head injury

Resulting in permanent symptoms

What might stop your policy paying out?

We may not pay a claim for **Life Insurance** or **Critical Illness** cover, and **we** have the right to cancel or void the policy, if at the time **you** completed **your application** for the policy, or when making the claim, **you** fail to answer all **our** questions truthfully, accurately and completely to the best of **your** knowledge and/or **you** do not provide all the information **we** ask for. This includes if **we** request information from **your** Doctor at any time during **your application** or during **your policy** so **we** can review that the answers **you** have provided were correct.

Your policy will not pay out if **you** do not keep up **your** payments and miss a payment for more than 29 days.

What about tax?

The life cover will generally be paid out free of all UK income tax and capital gains tax, but may be subject to inheritance tax. Such payout may not be subject to inheritance tax if **your** plan is written in Trust. Taxation information is issued on the basis of **our** understanding of current tax law and practice. Tax legislation may change in the future.

Your cancellation rights

We want **you** to know that **you** can cancel **your** cover but that **you** will not be able to make a claim once **your** policy has been cancelled. **You** have up to 30 days following the date **you** receive **your** policy to cancel. Then **we** will refund any premiums paid. If **you** do not cancel within this time, **your** policy will continue as detailed in this document.

If **you** wish to cancel **your** policy after the first 30 days then **you** can also do this by contacting **us** in writing, by email or by telephone. **You** won't receive any refund of premium if **your** policy is cancelled after the first 30 days.

Write:

Beagle Street, 16-17 West Street, Brighton, BN1 2RL

Call:

0800 980 8806

Email:

enquiries@beaglestreet.com

Solvency II Directive Information

Under this directive, **we** are required to provide **you** with a Solvency and Financial Condition Report which **you** can access via **our** website at https://www.onefamily.com/our-story/company-information/financial-reports/

Making a claim

You can write to **us** or call if **you** want to claim.

Write:

Beagle Street, 16-17 West Street, Brighton, BN1 2RL

Call:

0800 072 9831

Complaints

If **you** have a complaint about **your** policy, please contact **us** in the first instance by calling **us** on 0800 980 8807. **We** will try to resolve the matter over the phone within 3 days. If **your** complaint is not resolved to **your** satisfaction within 3 days **we** will send **you** a written acknowledgment of **your** complaint, together with the next steps **we** will be taking to resolve it. If **you** prefer to put **your** complaint in writing please send it to The Customer Relations Manager, Beagle Street, 16-17 West Street, Brighton, BN1 2RL.

After four weeks, **you** will be sent either a final response or a letter explaining why **your** complaint remains unresolved and advise when **you** will be contacted again.

If **you** have not received a final response after eight weeks of making **your** complaint **you** will be sent a letter explaining the reason for the delay and advising **you** of **your** right to complain to the Financial Ombudsman. If **your** complaint cannot be resolved, **you** may refer **your** complaint to the Financial Ombudsman Service within six months of receiving the final response letter.

The address is Financial Ombudsman Service, Exchange Tower, London, E14 9SR. The website address is www.financial-ombudsman.org.uk.

Email complaint.info@financial–ombudsman.org.uk or call 0800 023 4567.

Following the complaints procedure does not affect **your** rights to take legal proceedings.

CONTACT US

Write:

Beagle Street, 16-17 West Street, Brighton, BN1 2RL

Call:

0800 980 8801

Email:

enquiries@beaglestreet.com

Visit:

www.beaglestreet.com

If **you** would like to request a large print or braille version of these documents, please contact **us** on the above details.

Financial Services Compensation Scheme (FSCS)

Your policy is covered by the FSCS. **You** may be entitled to compensation from the scheme if **we** cannot meet **our** obligations under the policy. This depends on the type of business and the circumstances of the claim. **You** can obtain more information from the Financial Services Compensation Scheme at www.fscs.org.uk or by calling 0800 678 1100.

GLOSSARY

Additional Critical Illness

This **benefit** will pay a valid claim upon the diagnosis of a **critical illness** meeting the claim criteria contained in **our Policy Terms and Conditions**. Upon the payment of a claim this **benefit** will cease, but **your Life Insurance** will continue provided premiums are paid until the end of the term.

Application

The **application you** make when **you** wish to purchase a policy from **us**. **We** will ask **you** a number of questions and calculate how much **you** need to pay. These questions form part of **your application**.

Benefit

A policy can have a number of **benefits**.

A **benefit** is defined as:

- **Life Insurance**
- **Life Insurance with Critical Illness**
- **Additional Critical Illness**
- **Child Critical Illness**.

Child Critical Illness

The **benefit** providing cover for **your** child or children if they are diagnosed with a **critical illness**.

Critical Illness

Any of the illnesses referred to in the **critical illness** section of this document which meets the claim criteria relevant to such illness set out in the **Policy Terms and Conditions**.

Joint life

This is where two people are covered by a single policy. If/when a claim is paid for a **critical illness**, that **benefit** will cease and no further **critical illness** claims will be paid.

The policy will cease upon the first death or **terminal illness**. The policy will cease upon the earlier diagnosis of a **critical illness** claim if the policy is one of **Life Insurance with Critical Illness**.

Life Insurance

This **benefit** covers the **life assured** for a specific **policy term**. In the event of death or **terminal illness** occurring within the **policy term** the **sum assured** will be paid.

Life/Lives Assured

The person or people named in the policy schedule and covered by **your** policy.

Life Insurance with Critical Illness

We will pay a valid claim upon death or the earlier diagnosis of a **terminal illness** or **critical illness** meeting the definitions contained in **our Policy Terms and Conditions**.

Policy Term

The length of time **your** policy will run for.

Policy Terms and Conditions

These specify the terms of **your** policy in detail and should be kept safe and read alongside the policy schedule **we** issue when **your** cover starts.

Quotation

This is an indication of the premium payable for **your** chosen **benefit**, based on **your** age and smoking status – but before **you** have provided information about **your** health and lifestyle.

Single life

One person is insured on a policy.

Statement of Facts

This lists the answers **you** gave **us** in **your application**. **You** need to check that the information is accurate and correct before buying a policy. If **you** have not answered the questions accurately and truthfully, then this may invalidate a claim.

Sum Assured

Sum assured is the amount **we** will pay out if/when **you** claim. This can remain level (the same) or decrease throughout the **policy term**, depending on the type of cover **you** choose when **you** apply for **your** policy.

Terminal Illness

A definite diagnosis by an attending Consultant of an illness that satisfies both of the following:

- The illness either has no known cure or has progressed to the point where it cannot be cured; and
- In the opinion of the attending Consultant, the illness is expected to lead to death within 12 months.

Terminal Illness cover ceases 12 months prior to the end of the **policy term**. (i.e. **we** will not pay a claim where a **terminal illness** is diagnosed within the last 12 months of the **policy term**).

We, us or our

Beagle Street, a trading name of Family Assurance Friendly Society Limited.

You or your

The life assured, as named in **your** policy schedule, or (in the event of the death of the **life assured**) the **life assured's** legal personal representative, or any person **we** are satisfied is authorised to act on the **life assured's** behalf.

Policy Summary V17, September 2023

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This document contains your Life Insurance.
Yours to keep.

Beagle Street.com