

**Balance Cancellation Cover Policy Summary**  
**Important Information**

The information below is only a summary of your Balance Cancellation Cover insurance and does not contain the full policy terms and conditions. Please see the Policy Document for full details of the cover provided.

Balance Cancellation cover is provided by Financial Insurance Company Limited (in relation to the disability and unemployment cover) and by Financial Assurance Company Limited (in relation to life cover) together referred to as we/us in the Policy Summary.

**1. What does my policy cover me for?**

<b>Customer Status</b>	<b>Life</b>	<b>Disability</b>	<b>Unemployment</b>
Aged 18-64 years and working in the UK in paid employment on a permanent basis or on a fixed term contract for at least 16 hours a week including self employed	You	You	You
Aged 18-64 years, not working but your partner is aged 18-64 years and working in the UK in paid employment on a permanent basis or on a fixed term contract for at least 16 hours a week including self employed	You & your partner	Your partner	Your partner

Eligibility criteria for your partner is shown in section 2 of the Policy Document. In summary, your partner is your spouse, civil partner or someone you have lived with permanently for 24 months before the start date and on whom you are financially dependent. Your partner must fulfill these criteria at both the start date and the claim date.

Your policy does not include cover for normal pregnancy, miscarriage or abortion unless the symptoms of a normal pregnancy develop into a condition, sickness or disease which is diagnosed by a doctor or consultant who specialises in obstetrics (whose decision we will consider to be final).

**Life Cover** - We will pay the statement balance up to £15,000

**Disability (sickness or injury)** - After 30 days in a row of disability which stops you from working we will pay a benefit of 4% of your statement balance for every 30 days in a row of disability until any of the following occurs:

- \_ the end date (see section 3 below); or
- \_ the disability ends; or
- \_ the statement balance has been paid for any one disability claim.

After 90 days in a row of disability we will pay off the statement balance up to £15,000.

**Unemployment cover** - After 30 days in a row of unemployment we will pay a benefit of 4% of your statement balance for every 30 days in a row of your unemployment until any of the following occurs:

- \_ the end date (see section 3 below); or
- \_ the unemployment ends; or
- \_ the statement balance has been paid for any one unemployment claim.

After 90 days in a row of unemployment we will pay off the statement balance up to £15,000.

Unemployment cover is provided if you become unemployed as a result of becoming a carer and you are in receipt of statutory Carer's allowance as you care for a member of your immediate family and you are not aware of the immediate family member's illness when you take out cover.

**Full details on all these benefits can be found in section 3 of the Policy Document.**

## **2 What am I not covered for under this policy?**

As with most insurance policies, exclusions and limitations apply. The list provided is not exhaustive but highlights exclusions and limitations which may be considered significant.

**Full details can be found in section 4 of the Policy Document.**

To be eligible for cover, you must be aged 18-64 years and working in the UK in paid employment on a permanent basis or on a fixed term contract for at least 16 hours a week including self employed. This is summarised in section 1 above.

**Full details are provided in sections 2 and 3 of the Policy Document.**

## **Life & Disability Cover**

No exclusions apply.

## **Unemployment Cover**

You will not be covered for your unemployment, if:

- \_ at the start date, you were aware of any pending unemployment or had reason to believe that it was likely you might become unemployed (this includes fixed term contracts which will not be renewed); or
- \_ you retire, resign or take voluntary redundancy; or
- \_ the unemployment is a result of misconduct, fraud, dishonesty, participation in an unofficial strike or a lock out.

## **3 How long am I covered for?**

Your cover is valid for one month at a time and is automatically renewed every month until any of the following occurs:

- \_ for disability and unemployment cover, when you permanently retire; or
- \_ when you reach 65 years; or
- \_ your credit agreement ends; or
- \_ your insurance is cancelled; or
- \_ your card is cancelled; or
- \_ you die.

If you fail to make monthly payments when due, as required under the terms of your credit agreement, for at least 3 months, we may cancel your insurance. We may also cancel your insurance if you only make part payments towards the minimum amount due.

## **4 Your circumstances – Keeping us informed**

You may need to review and update your cover from time to time to ensure it remains adequate. Please contact us on **0800 915 2275** if your personal circumstances change, in particular, if you permanently retire or if your partner reaches 65 years of age and you are not working as your cover will end. (Calls may be recorded and monitored for quality and security purposes). Or, write to Santander Consumer Credit Services Limited, PO Box 700, Leeds, LS99 2BD

## **5 What if I want to make a claim?**

If you want to claim under your Balance Cancellation Cover policy you should contact us at Building 11, Chiswick Park, Chiswick High Road, London, W4 5XR or phone us on **0870 400 4713** to ask for a claim form. (Calls may be recorded for training and quality purposes. Daytime calls cost up to 8p plus 6p per minute from BT lines Mon-Fri. Mobile and other providers' charges may vary).

## **6 Premium**

The premium payable will be added to your monthly statement balance and must be paid in accordance with the terms of your card agreement.

## **7 What if I want to cancel my policy?**

If you are not satisfied with your cover, please call **0871 522 5754** (calls may be recorded and monitored for quality and security purposes, calls cost 10p per minute plus network extras) or, write to Santander Consumer Credit Services Limited at PO Box 700, Leeds, LS99 2BD, within 30 days of the start date or, if later, the date you receive your Policy Document. We will then cancel your cover from the start date without charge and refund any premium already paid as long as you have not made a claim.

If you do not cancel your policy within 30 days of the start date or, if later, the date you receive your Policy Document, you or we may cancel your cover at any time by giving 30 days' notice in writing, but any premiums already paid will not be refunded.

**Full details of how to cancel are shown in Section 7 of the Policy Document.**

## **8 What to do if you want to make a complaint**

If you are not satisfied with the service of either Financial Insurance Company Limited or Financial Assurance Company Limited please call us on **0870 400 4870**. (Calls may be recorded for training and quality purposes. Daytime calls cost up to 8p plus 6p per minute from BT lines Mon-Fri. Mobile and other providers' charges may vary). Or, write to us at: The Consumer Affairs Department, Building 11, Chiswick Park, Chiswick High Road, London, W4 5XR.

If your complaint cannot be settled in this way, you may be entitled to refer the matter to: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR  
Phone: **0845 080 1800**.

If you complain it will not affect your legal rights.

## **9 Who provides my insurance policy?**

Balance Cancellation Cover is provided by Financial Insurance Company Limited (in relation to the disability and unemployment cover) and by Financial Assurance Company Limited (in relation to life cover).

Financial Insurance Company Limited is a company limited by shares and its registered office is at Building 11, Chiswick Park, Chiswick High Road, London, W4 5XR (registered in England number 1515187). Financial Insurance Company Limited is authorised and regulated by the Financial Services Authority. Its FSA registration number is 202639.

Financial Assurance Company Limited is a company limited by shares and its registered office is at Building 11, Chiswick Park, Chiswick High Road, London, W4 5XR (registered in England number 4873014). Financial Assurance Company Limited is authorised and regulated by the Financial Services Authority. Its FSA registration number is 229586.

Claims are administered by Financial Insurance Group Services Limited (registered in England number 1670707), which is the service company of the Genworth Financial Payment Protection Insurance group of companies. Financial Insurance Group Services Limited is authorised and regulated by the Financial Services Authority. Its FSA registration number is 313219.

You can check the Financial Services Authority regulatory details for all these companies on the FSA's register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on **0845 606 1234**.

## **10 Financial Services Compensation Scheme**

Our activities are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our financial responsibilities. This depends on the circumstances of the claim. If we are not able to meet our responsibilities the FSCS will pay 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. You can get more information about compensation scheme arrangements from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by phoning **0207 892 7300**.