Mortgage Payment Protection Insurance ("MPPI")
Insurance Product Information Document

WALSHAM BROTHERS
ESTABLISHED 1874

This policy is 100% underwritten by ElFlow Insurance Limited. ElFlow Insurance Limited is an insurance company regulated by the Financial Conduct Authority ("FCA") (FRN: 621165), and the Gibraltar Financial Services Commission ("GFSC") number 106976.

Company: ElFlow Insurance Limited **Product: Walsham Brothers MPPI**

IMPORTANT: This document provides a summary of cover and does not contain the full terms and conditions of the insurance, details of which can be found in **your** policy wording. The cover **you** have chosen including the sum insured, benefit limits, **initial exclusion period** and **excess periods** are all shown in **your insurance schedule**.

What is this type of Insurance?

This is a **mortgage payment protection insurance** policy which is designed to pay **you** a tax-free benefit in the event that **you** cannot **work** due to an **accident, sickness** or **unemployment** through no fault of **your** own, or becoming a **carer** for a member of **your immediate family,** depending on the cover **you** have chosen.

What is insured?

- ✓ Cover if **you** cannot **work** due to an **accident** or **sickness** *(if **you** have chosen **accident** or **sickness** cover).*
- ✓ Cover for **unemployment** through no fault of **your** own *(if **you** have chosen **unemployment** cover).*
- ✓ **Carer** cover if **you** resign from **work** to become a **carer** for a member of **your immediate family** on a full-time basis *(if **you** have chosen **unemployment** cover).*
- ✓ Those classified as **employed** or **contract workers**.
- ✓ **You** can claim up to 365 or 730 days benefit (depending on the **maximum benefit period you** have chosen) for any one claim.
- ✓ The most we will pay is:
  - **Your** monthly **mortgage repayment**, plus up to an additional 50% of **your** monthly **mortgage repayment** to cover other regular monthly outgoings; or
  - 65% of **your gross monthly income**; or
  - £2,500

  whichever is the lowest amount.
- ✓ Please refer to page 11 "Cover Options" and pages 21 and 22 "How Your claim is calculated and paid" in the policy wording for more information.
- ✓ **Your insurance schedule** will detail the cover **you** have chosen, including:
  - **Your monthly benefit**.
  - **Your excess period**.
  - How **your** claim is calculated.
  - The maximum number of payments **you** will receive for any one claim.
  - **Your** premium.

What is not insured?

- ✘ **Accident** or **sickness** during the first 12 months of **your** policy which is caused by a **pre-existing condition**. This is waived if **you** have been symptom free for a continuous period of 24 months.
- ✘ A normal pregnancy condition.
- ✘ **Accident** or **sickness** caused by a deliberate action, drinking alcohol, drug abuse, or due to any operation or treatment that is not medically necessary.
- ✘ Stress, anxiety, depression or any nervous disorder, unless diagnosed by a consultant or **you** have been referred by **your** doctor and diagnosed by an equivalent service.
- ✘ **Unemployment** within the **initial exclusion period**.
- ✘ **Unemployment** because of resignation, voluntary redundancy, disciplinary action or where **your** contract was ended within **your** probation period.
- ✘ **Unemployment** to become a **carer** which **you** knew about before the start of **your** policy.
- ✘ **Unemployment** where **you** are **employed** on a casual or temporary basis.
- ✘ If **you** are or become **self-employed**, a **company director** or a sub-contractor either part-time or full time.
- ✘ Any claim if **you** are on a zero-hour or temporary contract.
- ✘ Any claim less than the policy **excess period**.

Are there any restrictions on cover?

- ! **You** must be a UK resident entitled to **work** in the UK.
- ! **You** must be aged 18 or over but under 65 years old;
- ! **You** must be in full-time **employment** in the UK **working** 16 hours per week or more.
- ! **You** must be named on a residential mortgage on a UK property which started no more than 6 months prior to the start date of this policy in which **you** permanently reside.
- ! If **you** cannot **work** because of a back related condition, **you** must supply **us** with evidence of a medical abnormality unless certified by a **consultant** that the condition is preventing **you** from **working**.

Where am I covered

✓ **You** are covered in the UK only.
✓ If **you work** for the Civil Service, **you** may also be covered outside of the UK

What are my obligations?

- **You** must advise us if **your** circumstances change, particularly if:
  - **You** change address, or
  - **Your** monthly **mortgage repayment** changes, or
  - **Your** mortgage ends, or
  - **You** change **your working** arrangements, or
  - **You** no longer permanently reside in the mortgaged property connected to this policy, or
  - **Your gross monthly income** changes.
- **You** must give **us** information that is correct to the best of **your** knowledge, when replying to the questions asked when **you** apply for or make changes to this insurance. **Your** cover may be invalid if **we** do not have the correct information.
- **You** must comply with the terms and conditions set out in **your** policy wording.
- Review **your** cover regularly to make sure it is still suitable for **your** needs.
- **You** must pay the premium in full and on time to stay covered.

When and how do I pay?

- The monthly premium is payable by Direct Debit from **your** bank account.

When does cover start and end?

This is a monthly rolling policy which means that **your** cover will renew automatically each month providing **your** insurance premiums are paid on time. **You** will be covered from the **start date** shown on **your insurance schedule** until the earliest of the following dates:

- **You** reach the age of 65; or
- **You** become **self-employed**, a **company director** or a sub-contractor either part-time or full time, or
- **You** permanently retire from **work**; or
- **You** die; or
- **You** do not pay **your** premium when due; or
- **You** stop being a UK resident; or
- **Your** mortgage ends or **you** are no longer named on the mortgage agreement; or
- **You** no longer permanently reside in the mortgaged property connected to this policy; or
- **You** commit insurance fraud; or
- **You** or **we** cancel the policy.

How do I cancel the contract?

You can cancel **your** policy at any time by writing, emailing or calling **us**.

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- There is no charge for cancelling **your** policy.
- If **you** cancel **your** policy within 14 days of either, the policy **start date** or the date on which **you** receive **your** policy documents (whichever is the latter), **we** will refund any premium **you** have paid unless **you** have made a successful claim in this period.
- If **you** decide to cancel **your** policy at any other time **you** will not receive a refund as **you** will only have paid for the cover that **you** have already received.

Office hours – between 9.00 am and 5.00 pm Monday to Friday excluding Bank Holidays.
Calls may be recorded and monitored.

We do not charge to call our 0800 number, however the rate **you** pay will depend on **your** service provider. Further information can be found on the OFCOM website https://www.ofcom.org.uk/ or by contacting **your** service provider.