

# Mortgage Payment Protection Insurance

## Insurance Product Information Document

### Skipton Mortgage Payment Protection Insurance

Skipton Mortgage Payment Protection Insurance is underwritten by Lloyd's Syndicate 4444, which is managed by Canopius Managing Agents Limited. Canopius Managing Agents Limited is registered in England and Wales no. 01514453 in the United Kingdom.

Canopius Managing Agents Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference: 204847.

This Insurance Product Information Document contains only a summary of the insurance cover. The full terms and conditions of the insurance, including for example complete information on exclusions, your obligations, how to make a claim, and your complaints and cancellation rights, can be found in your Policy Document and Insurance Schedule. You should read your Policy Document and Insurance Schedule carefully to ensure your cover meets your needs.

#### What is this type of insurance?

This insurance is designed to protect your mortgage repayments if you cannot work for certain specific reasons.



#### What is insured?

- ✓ The policy provides cover if you cannot work due to an accident, illness, or involuntary unemployment (which includes giving up work to become a full-time carer).
- ✓ The policy provides up to 12 monthly benefit payments for any one claim.
- ✓ The maximum amount payable each month is £2,500 or 140% your monthly mortgage payment to allow you to cover the premium for this insurance, buildings and contents insurance on your property and associated life assurance policies.
- ✓ After being off work for 56 days in a row we will pay 1/30<sup>th</sup> of your monthly benefit for each further day you are unable to work.
- ✓ If you have a joint mortgage you can cover both people and the benefit will be split as chosen by you at the start date.
- ✓ The amount you are covered for is shown on your Insurance Schedule.



#### What is not insured?

- ✗ You are not covered if your work is temporary, casual, occasional or on a contract basis which does not extend beyond 12 months.
- ✗ Unemployment which is normal or seasonal in your occupation.



#### Are there any restrictions on cover?

We will not pay for any claim for:

- ! any pre-existing medical condition whether diagnosed or not, which you knew about (or should have known about) or for which you have consulted a doctor, in the 12 months immediately before the start date of your insurance. This exclusion will not apply if you then remain symptom free and you do not seek treatment for it or advice about it for a continuous period of 12 months.
- ! deliberate self-inflicted injury, alcohol or drug abuse or elective treatment.
- ! any period for which you have received a payment instead of working a notice period.
- ! unemployment due to your misconduct, this means not following company rules or breaking the law.
- ! unemployment, or the need for you to become a carer, which you were aware of at the start date your insurance.
- ! voluntary unemployment (unless you have given up work to become a carer).



### Where am I covered?

- ✓ Cover applies when you are living and working in the UK.



### What are my obligations?

#### Disclosing important information

You must take care to provide complete and accurate answers to questions you are asked when you make changes to your policy.

#### When making a claim

You must report a claim within 30 days of being off work. You must complete a claim form and provide, at your expense, any information which may be required. You must also show that you are still unemployed, a carer or off work due to accident or illness for the duration of your claim.



### When and how do I pay?

You pay for this insurance monthly by direct debit.



### When does the cover start and end?

You are covered for one month from the start date and then for each subsequent month that a premium is accepted from you.



### How do I cancel the contract?

You can cancel your policy at any time by contacting the policy administrator, Skipton Building Society, The Bailey, Skipton, North Yorkshire. BD23 1DN. Tel 0345 850 1700 (this is a basic rate number)

# Mortgage Payment Protection Insurance Additional Information

## Skipton Mortgage Payment Protection Insurance

### Customer Complaints

Our aim is to provide you with a high quality service at all times, although we do appreciate that there may be instances where you feel it is necessary to lodge a complaint.

If you do wish to complain, please note the 3 steps below, along with the relevant contact details for each step.

Please take special note however that should you wish to direct your complaint directly to Lloyd's in the first instance, you may do so by using the contact information referenced in Step 2 below.

#### Step 1:

In the first instance, if your complaint does not relate to a claim please direct it to:

Customer Relations Team, Skipton Building Society, The Bailey, Skipton, North Yorkshire BD23 1DN  
Tel: 0345 850 1700 (this is a basic rate number)

or, if your complaint does relate to a claim, please direct it to:

Davies Managed Systems Limited, Customer Relations Team, PO Box 2801, Stoke-on-Trent, ST4 9DN  
Tel: 0344 856 2015 (this is a basic rate number) Email: [jss.ppiclaims@davies-group.com](mailto:jss.ppiclaims@davies-group.com)

#### Step 2:

Should you remain dissatisfied with the outcome of your complaint you may refer your complaint to Lloyd's. Lloyd's contact information is:

Complaints at Lloyd's, Fidentia House, Walter Burke Way, Chatham Maritime, Kent ME4 4RN

Tel: +44 (0)20 7327 5693

Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Details of Lloyd's complaints procedure are set out in a leaflet " How We Will Handle Your Complaint ", which is available at the website address above. Alternatively, you may ask Lloyd's for a hard copy.

#### Step 3:

If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to an alternative dispute resolution (ADR) body.

If you live in the United Kingdom the contact information is:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 0234 567 (calls to this number are free on mobile phones and landlines).

Tel: 0300 1239 123 (calls to this number cost no more than calls to 01 and 02 numbers).

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

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### Financial Services Compensation Scheme

The insurer is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if the insurer is unable to meet our obligation to you under this contract. Further information can be obtained from the Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY.

Tel: 0800 678 1100 (Freephone) or 020 7741 4100.

Website: [www.fscs.org.uk](http://www.fscs.org.uk)