

first direct

Life Insurance

Everything you need to know

About **first direct** Life Cover
and **first direct** Mortgage Life Cover

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Please read carefully the information in this policy summary. This is a summary of the **first direct** Life Cover and **first direct** Mortgage Life Cover policy. The full policy terms and conditions can be found in the policy document from page 6 of this booklet.

Policy Summary

Who is providing the cover?

The cover is provided by HSBC Life (UK) Limited, which is a wholly owned subsidiary of HSBC Bank plc and is authorised and regulated by the Financial Services Authority under registration number 133435, and is a member of the Association of British Insurers. HSBC Life (UK) Limited is incorporated in England and is a company limited by shares.

The Registered Office is HSBC Life (UK) Limited, 8 Canada Square, London E14 5HQ. Registered in England (United Kingdom) number 88695.

These details may be checked on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0300 500 5000.

HSBC Life (UK) Limited administers the policy which means any post-sale communication will be directly with them and not **first direct**.

The main business of HSBC Life (UK) Limited is writing life policies.

We are required by law to tell you that the policy terms and conditions will be issued to you in English and we will communicate with you in English.

Type of insurance and cover

first direct Life Cover and **first direct** Mortgage Life Cover are appropriate for you if you are looking for life insurance that pays a lump sum on your death or earlier diagnosis of a terminal illness within a specified period.

first direct Life Cover provides a level amount of life cover and **first direct** Mortgage Life Cover provides a decreasing amount of life cover, in the event of your death or earlier diagnosis of terminal illness, throughout a selected period of time known as the term. You decide how much cover you would like to apply for subject to underwriting and policy limits. The more cover and the longer the period of cover you choose, the higher your premium will be. Your premiums are not reviewable and are expected to stay the same throughout the term of the policy.

You are eligible to take out **first direct** Life Cover or **first direct** Mortgage Life Cover as long as you are a resident within the United Kingdom. When taking out **first direct** Life Cover you must be aged between 18 and 67, and for **first direct** Mortgage Life Cover aged between 18 and 64. For both types of policy, cover must cease before your 70th birthday.

This policy has no cash-in value at any time.

Significant features and benefits

The key benefits of **first direct** Life Cover and **first direct** Mortgage Life Cover are:

- either a guaranteed lump sum on death; or
- a guaranteed lump sum on earlier diagnosis of a terminal illness; and
- the premiums you pay are expected to remain the same throughout the term you have chosen.

Accidental death benefit

Accidental death is death that arises solely and directly from bodily injury caused by external, violent, visible and accidental means, totally independent of any physical or mental illness or infirmity and excluding suicide.

Accidental death benefit is included with both **first direct** Life Cover and **first direct** Mortgage Life Cover. It provides free cover, for a maximum period of 60 days, from the date you submit your application to your policy commencing. Cover is for the amount of life cover applied for up to a limit of £250,000. It is not available after the life insured's 60th birthday.

Interim cover

If you are taking out this policy in connection with a **first direct** mortgage, free cover up to the amount applied for is provided until the date of completion of your mortgage.

This cover will begin on the later of:

- the date of exchange of contracts;
- the date we receive your application; and
- the date we receive your written acceptance of the alternative terms, and will last until the policy commences, subject to a maximum period of 60 days.

If the policy is in connection with a **first direct** Equity Release Loan or **first direct** re-mortgage, interim life cover will be provided from the date we accept your application, or the date we receive your acceptance of alternative terms if later. The cover will then last until your mortgage is completed, subject to a maximum period of 28 days.

Significant and unusual limitations and exclusions

There are some limitations and exclusions that you should be aware of before applying for cover under the policy:

- suicide within the first 24 months of the policy is not covered - see section 3 of the policy terms and conditions on page 6; and
- terminal illness within the last 18 months of the policy is not covered - see section 4 of the policy terms and conditions on page 7.

In addition, the policy will not pay out if you do not disclose relevant information we ask for when you take out your policy. You must also tell us of any changes to your health, family history, lifestyle, occupation and residence that happen between completing your application and cover under your policy starting.

Full details of the cover and exclusions are shown in the policy terms and conditions section of the policy document which you should ensure you read carefully. Please keep it safe for future reference. You can request a further copy at any time.

Duration and amount of cover

You decide how long you want the cover for. For **first direct** Life Cover, this can be between two and 50 years, and for **first direct** Mortgage Life Cover, between five and 50 years, subject to policy limits.

The amount of life cover must not exceed £2million.

If you stop paying premiums for a period longer than 28 days, your policy will terminate without value and no benefits will become payable.

You should review your cover periodically to ensure that it remains adequate.

Cancellation

You have the right to reconsider your decision and change your mind. If you do cancel your policy you may do so within 30 days of receiving the policy schedule by calling 0845 051 8311* or writing to:

Freepost RRRKG-ACYT-CTXY
HSBC Life (UK) Limited
Cheltenham
Gloucestershire
GL50 3SH.

The policy will be cancelled and any premium paid by you in connection with the policy will be refunded. If you do not wish to cancel your policy, your policy will commence and premiums will be collected.

If you choose not to exercise your cancellation rights, and subsequently decide to cancel your policy outside of the 30-day cancellation period, there will not be a refund of any premiums you have paid.

Making a claim

You, the executor or appointed administrator of your estate, or the appointed trustees, can obtain a claim form by calling 0845 051 8311* or writing to:

Freepost RRRKG-ACYT-CTXY
HSBC Life (UK) Limited
Cheltenham
Gloucestershire
GL50 3SH.

* Lines are open 8am to 9pm Monday to Friday (excluding public holidays).

To help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us.

Complaints

We want you to be entirely satisfied with the products and services you receive from us. If you are dissatisfied with any aspect of our service, please let us know. We always endeavour to resolve any concerns fairly and quickly.

How to complain

If you ever need to complain first write to:

Freepost RRKG-ACYT-CTXY
HSBC Life (UK) Limited
Cheltenham
Gloucestershire
GL50 3SH.

If you are not satisfied with our response, you can complain to:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR.
Telephone: 0300 123 9 123
Email: complaint.info@financialombudsman.org.uk

Complaining to the Ombudsman will not affect your legal rights. A written copy of our complaint procedure is available on request.

Compensation

first direct is a division of HSBC Bank plc which is a member of the Financial Services Compensation Scheme (FSCS). If **first direct** is unable to meet its obligations you may be able to claim compensation. This is limited to transferring your policy to another insurer providing a new policy. If this is not possible, then the FSCS will provide cover for 90% of the claim with no upper limit.

Further details are available online at www.fscs.co.uk or on request from:

Financial Services Compensation Scheme
7th Floor
Lloyds Chambers
Portsoken Street
London
E1 8BN
Telephone: 0207 892 7300

Important Information

Tax

The benefits payable under the policy are free from UK Income and Capital Gains Tax. However, if we pay out benefits after your death, Inheritance Tax may be due on the benefits paid to your estate. You may be able to reduce Inheritance Tax by using an appropriate trust. The tax treatment of the policy may change in the future.

Who regulates us?

first direct is a division of HSBC Bank plc. HSBC Bank plc is authorised and regulated by the Financial Services Authority and is registered in the Financial Services Authority Register with the registration number: 114216. Registered Office: 8 Canada Square, London E14 5HQ. You can check this by visiting the FSA's website www.fsa.gov.uk/register or by calling the FSA on 0300 500 5000.

The Financial Services Authority (FSA)

The Financial Services Authority (FSA) is the regulatory body for the financial services industry in the UK. The FSA requires us to give you this information.

Controlling interests

HSBC Life (UK) Limited is a wholly owned subsidiary of HSBC Bank plc. HSBC Bank plc is a member of the HSBC Group, the ultimate parent of which is HSBC Holdings plc. HSBC Holdings plc beneficiary holds 100% of both shares and voting power of HSBC Bank plc.

The following insurance companies are also wholly owned members of the HSBC Group:

HSBC Insurance (Ireland) Limited;

HSBC Insurance (UK) Limited;

London & Leith Insurance Company Limited; and

Marks & Spencer Life Assurance Limited.

Whose products do we offer?

We offer the **first direct** Life Cover and **first direct** Mortgage Life Cover policy which is provided by HSBC Life (UK) Limited, a wholly owned subsidiary of HSBC Bank plc.

HSBC Life (UK) Limited is authorised and regulated by the Financial Services Authority under registration number: 133435. Registered Office: 8 Canada Square, London E14 5HQ. These details may be checked on the FSA's register by visiting the FSA website www.fsa.gov.uk/register or by contacting the FSA on 0300 500 5000. HSBC Life (UK) Limited is a member of the Association of British Insurers and its main business is writing life plans.

Which service will we provide you with?

You will need to make your own choice when deciding to proceed with this policy. You will not receive advice or a recommendation from us.

Disabled customers

We offer many services including Braille, large print or audio formats. For more information please contact **first direct** on **08 456 100 100** (Text-phone **0800 169 1493**). Lines are open 24 hours a day, 7 days a week.

To help us continually improve our service and in the interest of security, we may monitor and/or record your telephone calls with us.

first direct Life Cover and first direct Mortgage Life Cover

Introduction

Important

The terms and conditions of your **policy** are set out in this **policy** document. You need to read and study them carefully. This **policy** contains exclusions from cover. Please pay particular attention to the words and phrases that are defined in the definitions. When in bold these words have specific technical meanings and explanations for this **policy**. They affect what is covered and what is excluded from this **policy**. In this **policy** document, unless it says otherwise, references to any gender shall include all genders, and reference to any singular number shall include the plural, and vice versa.

Premiums

This is a regular premium contract and you must pay all **premiums**. If you stop your payments, benefits under the **policy** may be lost.

Documents

You should keep the following documents together and in a safe place:

- **policy** document; and
- plan **schedule(s)** - you will receive this along with the letter that confirms that your **policy** has been put in force.

The above documents provide evidence of your legal entitlement to the benefits under the policy. Do not destroy any of these documents. You will need them in the event of a claim under the policy.

Policy terms and conditions

1. Death benefit

If the **life insured** dies during the term of the **policy** (except see condition 3 [suicide], below) then the **death benefit** shall become payable to the **planholder**. The **death benefit** will be equal to the **sum insured**. On payment of the **death benefit** the **policy** shall terminate. Where the **schedule** shows that 'Decreasing' Life Cover (ie. Mortgage Life Cover) is provided, the **sum insured** will decrease in accordance with the table detailed at the end of these **policy** terms and conditions on pages 12 and 13.

2. Requirements to pay death benefit

Payment of the **death benefit** is subject to:

- receipt of proof, satisfactory to the **company**, at the **administration centre** that the **life insured** has died; and
- receipt of proof, satisfactory to the **company**, at the **administration centre** that the **planholder** is entitled to receive the **death benefit** in accordance with the **policy** and otherwise.

3. Suicide

If the **life insured** commits suicide within 24 months of the commencement date of the **policy** shown in the **schedule**, the **death benefit** will not be payable.

4. Terminal illness benefit

The **sum insured** will become payable provided that the **company's** claims department's fair and reasonable opinion is that following **diagnosis** the life expectancy of the **life insured** is no greater than 12 months. Upon payment, the **policy** will terminate. This benefit will cease to apply in the last 18 months of the **policy**.

In order to pay the terminal illness benefit receipt of proof, satisfactory to the **company**, at the **administration centre** that the **planholder** is entitled to receive the terminal illness benefit will be required.

5. Fees and costs for a claim for terminal illness benefit

If the **life insured** is living in the United Kingdom, the **company** will pay any fees for any medical examinations which the **company** requests, provided they are carried out in the United Kingdom. The **company** will not pay any cost for medical evidence in support of the claim, unless the **company** gives prior agreement, before such fees or expenses are incurred. If the **life insured** is living outside the United Kingdom, the **company** will only pay fees for medical examinations requested by the **company** up to the amount which the **company** would reasonably expect to pay in the United Kingdom.

6. Premium payment when claiming terminal illness benefit

If a claim is made, payment of **premiums** must continue until the claim is accepted by the **company** as a valid claim. Once the **company** has accepted a claim is valid, all **premiums** paid after the date of receipt of **diagnosis** (at the **administration centre**) shall be refunded in full, without interest.

7. Delay in payment of the death benefit

If the **death benefit** has not been paid to the **planholder** after a period of one calendar month from the date the **company** is notified in writing at the **administration centre** of the death of the **life insured** then interest may accrue on a monthly basis. In the event that interest does accrue this will be on a monthly basis on the sum due for the period from the end of that first calendar month until the date of payment of the benefit.

The rate of interest shall be determined by the **company**, from time to time, and shall not be less than the Base Rate of HSBC Bank plc less 1.25%. The interest will be calculated by applying this annual rate of interest proportionately over the number of months payment is delayed. Any interest payments made in accordance with this condition will be subject to deduction of Income Tax or any other taxation as appropriate.

8. Contract variation

None of the **policy** terms and conditions may be varied or waived except by an **endorsement** issued by the **company**.

9. Currency and place of payment

All benefits payable and **premiums** due under the **policy** will be in pounds sterling or, if different, the lawful currency of the United Kingdom. All benefits and **premiums** due under the **policy** shall be payable at the **administration centre**.

10. Payment of premiums

All **premiums** are payable on the due dates set out in the **schedule**. Payment will have only been made when the **company** receives the whole of the **premium** at the **administration centre**. All **premiums** are non-refundable unless the **company** collects an amount in error of direct debit instructions when the excess **premium** will be returned to the **planholder**.

11. Non-payment of premiums

A period of 28 days following the **premium** due date is allowed for the payment of each **premium**. If the **sum insured** becomes payable during this 28-day period, it will be reduced by the amount of outstanding **premiums**.

If any **premium** is not paid within this 28-day period, the **policy** will lapse without value and will terminate and no benefits will be or will become payable.

12. Termination of the policy

All the rights and obligations of the **company** and the **planholder** and/or **life insured** under the **policy** will cease immediately when one of the following events occurs:

- payment of the **death benefit** in accordance with condition 1; or
- payment of the terminal illness benefit in accordance with condition 4; or
- the lapse of the **policy** following the non-payment of **premiums** in accordance with condition 11; or
- the **expiry date** as shown in the plan **schedule** is reached; or
- the **policy** is declared void by the **company** due to a deliberate misrepresentation, fraudulent **policy** application or fraudulent claim for any **policy** benefits; or
- the **planholder** cancels the **policy**.

13. Reinstatement of a lapsed policy

If the **policy** has lapsed due to the non-payment of **premiums** (as described in condition 11) the **planholder** may, within 12 months of the due date of the first unpaid **premium**, request in writing to the **administration centre** that the **company** give consideration to reinstating the **policy**. The **company** may, but is under no obligation to, reinstate the **policy** subject to:

- evidence being provided to the **company** to substantiate the continuing good health and insurability of the **life insured**. Such evidence must be relevant and be considered satisfactory by the **company**; and
- the **company** reserving the right to request medical or other relevant additional information or to require the **life insured** to undergo further medical examinations or blood tests, to substantiate that the state of health and insurability of the **life insured** is satisfactory to the **company**; and
- all the **premiums** which were unpaid and all those that would have become due if the **policy** had not been lapsed shall become immediately payable together with the next **premium** due, if the **company** agrees to reinstatement.

14. Cancellation

You can cancel your **policy** at any time by writing to us at:

Freepost RRRG-ACYT-CTXY
HSBC Life (UK) Ltd
Cheltenham
Gloucestershire
GL50 3SH.

or calling us on 0845 051 8311. If you cancel within 30 days of receiving your plan **schedule**, any **premiums** paid will be refunded in full. If you decide to cancel your **policy** outside of the 30-day **cancellation** period, we will not refund any **premiums**.

15. Notice of assignment

The **company** is not bound to recognise any assignment of the **policy** unless notice of the assignment has been received in writing at the **administration centre**. The **company** is not responsible for the validity or effect of any assignment, notice or other similar document.

Where the **company** has received notice of assignment no right or option under the **policy** may be exercised (other than by the **company** in accordance with the **policy** terms and conditions) without the written consent of the assignee having been provided to the **company** first unless the **policy** specifically provides otherwise.

16. Notification to the planholder

Any written notice that the **company** gives to the **planholder** in relation to the **policy** will be sent by pre-paid post to the last known address of the **planholder** notified to the **company**. Any such notice will be deemed to be served two days after posting.

If the **company** alters any provision of the **policy** by the exercise of any condition, the **company** will give the **planholder** at least 30 days' prior notice of such change, unless such variation has been requested by the **planholder** or the nature of the variation requires immediate change.

17. Change of personal details of the planholder and/or any life insured

Address

The **planholder** should as soon as is practicable, tell the **company** of a change of address by writing to the **administration centre**.

When the **administration centre** receives a written request to make a change to your **policy** for the first time, a member of staff will contact you by telephone to verify your signature. We will attempt to call you three times and if our attempts remain unsuccessful, a letter will be sent to you asking you to contact us at your earliest convenience. Only once your signature has been verified can the **administration centre** carry out your request.

Age and name

Before any payment of the **sum insured** can be made under the **policy**, the **company** will need to see evidence of the date of birth of the **life insured** and evidence of any changes of name for the **planholder** and **life insured**. Such evidence will include, but is not limited to, the originals of:

- Birth Certificate;
- Marriage Certificate; and/or
- Deed Poll.

If this information is not provided any payment under the **policy** may be delayed.

18. Misstatement of age or gender

If the age or gender of any **life insured** has been misstated the **company** may (but is not obliged to) alter any amount payable under any **policy** condition to reflect the amount which would have been payable if the age and/or gender of the **life insured** had been correctly stated.

19. Surrender value

This **policy** has no surrender value.

20. Law and jurisdiction

The laws of England and Wales govern all **policy** terms and conditions.

The **planholder** and the **company** submit to the exclusive jurisdiction of the courts of England and Wales.

21. Tax and legislation

The **company** may (but is not obliged to) make changes to the following, to take account of, in a fair and reasonable manner, any actual or proposed changes in taxation, legislation, legal precedents, regulations, or the manner in which such legislation or regulations are interpreted or construed:

- the terms and conditions of the **policy**; or
- any **premiums** or benefits under the **policy**.

Any such changes made to the **policy** conditions and/or the **policy** benefits will be notified to the **planholder** in accordance with condition 16.

22. Unfair contract terms

If any **policy** provision is considered and found to be wholly or partly unfair or ambiguous in accordance with The Unfair Terms in Consumer Contracts Regulations 1999 the **company** may by suitable **endorsement**, and in a fair and reasonable manner, change the wording of such provision so as to prevent and resolve the unfairness or ambiguity. Any changed wording will operate as closely as possible to the intended operation of the replaced text. If any change is made to the **policy** in accordance with this condition:

- it shall be made so as not to prejudice the position of the **planholder**;
- written notification of such change shall be given to the **planholder** in accordance with condition 16 (notification to the **planholder**); and
- the rest of the **policy** will not be affected unless the **endorsement** specifically alters it.

23. Contracts (Rights of Third Parties) Act 1999

Any person who is not a party to this **policy** has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any provision or condition of this **policy** but this does not affect any right or remedy of a third party which exists or is available apart from the Act.

General policy definitions

Administration centre

Means HSBC Life (UK) Limited, Jessop House, Jessop Avenue, Cheltenham, Gloucestershire GL50 3SH, or such other address as may be advised to the **planholder** by the **company**.

Company

Means HSBC Life (UK) Limited or its successors in title.

Death benefit

Is the amount payable on the death of a **life insured** and is equal to the **sum insured** as shown in the **schedule**.

Diagnosis

Means an unequivocal confirmation of terminal illness as defined in these **policy** terms and conditions contained in a dated letter to the **company** from a hospital consultant whose professional status is recognised by the **company**.

Endorsement

Means any **schedule**, letter or other document issued by the **company** to the **planholder** that alters the provisions, conditions, definitions or **schedule** of the **policy**.

Expiry date

Means the date shown in the **schedule** on which the **policy** terminates and all benefits come to an end.

first direct

Means **first direct**, a division of HSBC Bank plc.

Life insured

Means the person named as Life Assured in the plan **schedule** relating to whom payment of the **policy** benefit depends.

Policy

Means this policy of insurance.

Planholder

Means the person (or persons) shown as the **planholder** in the plan **schedule** who for the time being is the legal holder of the **policy**, and includes any person to whom under the **policy**, a sum is due, a periodic payment is payable or any other benefit is to be provided or to whom such a sum, payment or benefit is contingently due, payable or to be provided. The original **planholder** will be shown in the **schedule**, but could, if appropriate, mean:

- the executor/administrator of the **planholder**; or
- the legal assignee of the **planholder** or subsequent assigns (including for the avoidance of doubt any trustee in bankruptcy or liquidator); or
- the executor/administrator of such assignee holding title to the **policy**; or
- if the **policy** is held in trust, the current trustee(s) of such trust.

Premium

Means the amount shown in the **schedule** or any subsequent **endorsement**.

Schedule

Means the **schedule** to the **policy** (issued as 'the plan **schedule**') or any replacement **schedule** issued by the **company** in accordance with the **policy** conditions which shows the details of the cover provided by the **policy**.

Sum insured

Means the amount shown in the **schedule** against the heading of Initial Benefit.

Decreasing life cover (Mortgage Life Cover) death benefit table

If the Event Assured Against happens during policy year	The sum insured payable for each £1,000 of initial sum insured will be																	Yr
	policy term																	
	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20		
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£		
1	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1	
2	836	870	895	913	926	937	946	953	959	964	969	972	975	978	980	983	2	
3	656	728	779	816	845	868	887	902	914	925	934	942	948	954	959	963	3	
4	458	571	651	711	756	792	821	845	865	882	896	908	918	927	935	942	4	
5	240	398	511	594	658	709	750	783	811	834	854	871	886	898	909	919	5	
6		209	356	466	550	617	671	715	751	782	808	830	849	866	881	893	6	
7			187	325	432	516	584	639	685	724	757	785	810	831	849	865	7	
8				170	301	405	488	556	613	661	701	736	766	792	815	834	8	
9					158	282	383	465	534	591	640	682	718	749	776	800	9	
10						148	267	365	446	515	573	622	665	702	735	763	10	
11							140	255	350	430	498	557	607	650	688	722	11	
12								133	244	338	417	485	543	594	638	676	12	
13									128	236	327	405	473	531	582	627	13	
14										123	228	318	395	462	521	572	14	
15											120	222	310	387	453	512	15	
16												116	216	303	379	445	16	
17													113	212	297	372	17	
18														111	207	292	18	
19															109	204	19	
20																107	20	

Decreasing life cover (Mortgage Life Cover) death benefit table

If the Event Assured Against happens during policy year	The sum insured payable for each £1,000 of initial sum insured will be															Yr
	policy term															
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	
1	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1
2	984	986	987	989	990	991	992	993	993	994	995	995	996	996	996	2
3	967	971	974	976	979	981	983	984	986	987	988	990	991	991	992	3
4	948	954	958	963	966	970	973	975	978	980	982	984	985	987	988	4
5	927	935	942	948	953	957	962	965	969	972	974	977	979	981	983	5
6	905	914	923	931	938	944	950	955	959	963	966	970	973	975	977	6
7	879	892	903	913	922	929	936	943	948	953	958	962	965	969	972	7
8	852	867	881	893	904	913	922	929	936	942	948	953	957	961	965	8
9	821	840	856	871	884	895	906	915	923	930	937	943	949	953	958	9
10	788	810	829	847	862	876	888	899	909	917	925	932	939	945	950	10
11	751	777	800	820	838	854	868	881	893	903	912	921	928	935	941	11
12	710	740	767	791	812	830	847	862	875	887	898	908	917	925	932	12
13	666	701	731	758	783	804	823	841	856	870	882	894	904	913	921	13
14	617	657	692	723	751	775	798	817	835	851	865	878	890	900	910	14
15	563	608	648	684	716	744	769	792	812	830	846	861	874	886	897	15
16	504	555	601	641	677	709	738	763	786	807	825	842	857	871	883	16
17	438	497	548	594	634	671	703	732	758	781	802	821	838	854	867	17
18	367	432	490	542	588	629	665	698	727	754	777	798	818	835	850	18
19	288	361	427	485	536	582	623	660	693	723	749	773	795	814	832	19
20	201	284	357	422	480	531	578	619	656	689	719	746	770	792	811	20
21	105	198	280	353	418	475	527	573	615	652	685	715	742	767	789	21
22		104	195	277	349	414	471	523	569	611	648	682	712	739	764	22
23			102	193	274	346	410	468	520	566	608	645	679	709	737	23
24				101	191	271	343	407	465	516	563	605	642	676	707	24
25					100	189	269	341	405	462	514	560	602	639	673	25
26						99	188	267	338	402	459	511	557	599	637	26
27							98	186	265	336	400	457	509	555	597	27
28								98	185	264	334	398	455	507	553	28
29									97	184	262	333	396	453	505	29
30										96	183	261	331	395	452	30
31											96	182	260	330	393	31
32												95	181	259	329	32
33													95	181	258	33
34														95	180	34
35															94	35

Frequently Asked Questions

These are some of the questions we find that our customers are most likely to ask. If these don't answer your particular question, please call us on 0845 051 8311.

What is life insurance?

Life insurance is one of the simplest and most popular ways to protect your family in the event of your death. It provides a lump sum payment if you die during the term of the policy.

What is the difference between Life Cover and Mortgage Life Cover?

Life Cover – this policy provides a lump sum that remains at the same level throughout the term of the policy.

Mortgage Life Cover – this policy provides a lump sum that reduces during the term of the policy alongside the capital reduction of a typical repayment mortgage. Because the amount of the lump sum reduces, the premium for this type of cover is usually cheaper than level life cover.

Can I claim if I'm diagnosed with a terminal illness?

Yes, both types of cover include terminal illness benefit at no additional cost.

This benefit will pay the lump sum early if you are diagnosed with a terminal illness with less than 12 months to live (this benefit does not apply in the last 18 months of the policy). The policy will then end with no further benefit payable on death.

How long can I take the cover out for?

first direct Life Cover has a minimum term of two years and a maximum term of 50 years.

first direct Mortgage Life Cover has a minimum term of five years and a maximum term of 50 years.

For both types of policy, cover must cease before your 70th birthday.

Does the policy provide cover if I die in an accident?

Unless the claim arises as a result of suicide during the first two years of the policy, the lump sum is payable regardless of the cause of death. Also, accidental death benefit is provided during the application process and provides free cover, for a maximum period of 60 days, from completion of your application to the commencement of the policy. The amount payable is the chosen amount of life cover subject to a maximum of £250,000. This cover is not available if you are 60 or over.

Can I take out a policy that provides cover for both me and my partner?

No, you can only take out a policy to cover yourself. However, if you and your partner both need cover you can take out a policy and nominate each other to receive the sum insured from your respective policies. This enables you to achieve the benefits of a joint life policy with the additional flexibility of a single life policy. See "Can I put the life cover in trust?".

How much cover do I need?

This depends on your personal circumstances. If you have dependants you should consider the amount of money they will need to cover their needs until they are financially independent. This is in addition to any borrowing that you need to cover (eg. mortgage).

You can apply for cover up to a maximum amount of £2million.

If my lump sum benefit is decreasing, how do I work out what the level of benefit is during future years?

You use the tables on pages 12 and 13 in the policy conditions and the following example will help illustrate this. Let's assume you have an 18 year policy, with a decreasing sum insured that started at £80,000 when you took the policy out, and you want to know the level that the benefit reduced to in the 12th year. You begin by looking across the top line (policy term) and find the column headed 18. Then look down that column until you reach the row "Policy Year" numbered 12, and the number you see is £594. This means that for every £1,000 of initial sum insured, it's worth £594 in the 12th year. The total sum insured on the policy in that year is therefore $80 \times £594 = £47,520$. In year 13 the sum will reduce to $80 \times £531 = £42,480$, and so on.

How can I pay for this insurance?

Premiums will be taken from your nominated bank account, monthly by direct debit.

Will my premium increase?

No, the premiums are expected to remain the same throughout the term of the policy.

What happens at the end of the policy term?

The life cover ends and no benefit will be payable. No further premiums will be debited from your bank account.

Can I cancel at any time?

Yes, you can cancel by writing to us at the address shown in the policy document or call us on 0845 051 8311. If you cancel you will no longer have life cover.

If you cancel within 30 days of receiving your plan schedule, any premiums paid will be refunded in full.

If you cancel outside of this period there is no return of premiums and the policy does not have a cash-in value.

Can I put the life cover in trust?

Yes, contact us on 0845 051 8311 and once your policy has been set up, we will send you the necessary forms along with a completion guide that explains the benefits of using a trust. In general terms, a trust will prevent the sum insured on death being included in your estate and giving rise to a potential liability to Inheritance Tax.

A trust will also allow you to nominate those you would wish to benefit from the policy, and appoint trustees to claim and distribute the proceeds quickly in the event of your death without having to wait for a grant of representation to be issued. However, if your policy is in connection with a **first direct** mortgage, the policy automatically allows for the policy proceeds to be paid directly to **first direct** to pay off all or part of any connected mortgage.

What is the process for making a claim?

You, the executor or appointed administrator of your estate, or the appointed trustees, should obtain a claim form by calling 0845 051 8311* or by writing to us at:
Freepost RRKG-ACYT-CTXY, HSBC Life (UK) Limited, Cheltenham, Gloucestershire GL50 3SH.

*Lines are open 8am to 9pm Monday to Friday (excluding public holidays).

To help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us.

Your information

This statement explains how we will use the data you provided us with when you applied for your Life Cover.

As this product is provided by HSBC Life (UK) Limited, 'we', 'us' and 'our' refer to HSBC Life (UK) Limited, 'HSBC Group' means HSBC Holdings plc, its subsidiaries, associated and affiliated companies. We are a member of the HSBC Group.

first direct is a division of HSBC Bank plc, and is a member of the HSBC Group.

Information we hold about you will not be disclosed to anyone (including other members of the HSBC Group) other than where we (or any third party acting on our behalf) are legally required to disclose, we have a public duty to disclose, our interests require disclosure, disclosure is made with your consent or as set out in the terms below.

Crime prevention and debt recovery

To prevent crime, to verify your identity and to recover debt, we may exchange information (both within the UK and, where appropriate, overseas) with other members of the HSBC Group, and, where appropriate, debt recovery agencies and other organisations including other lenders and insurers. In particular, if you have provided false or inaccurate information and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

Data processing

The HSBC Group, and other companies approved by the HSBC Group (which may include insurance companies) may record, exchange, analyse and use relevant information about you and your relationships with the HSBC Group (including the nature of your transactions) for testing, monitoring, training, credit assessment, credit and/or risk management, market research, insurance underwriting and claims and administrative purposes. This may include information provided by you, or someone acting on your behalf. We may make such information about you and your relationships available to members of the HSBC Group, and/or other companies approved by the HSBC Group for these purposes.

Relevant information may also be exchanged with members of the HSBC Group and others, for audit purposes and if required by appropriate governmental and non-governmental regulators or ombudsmen.

We may use other HSBC Group companies and/or third parties to process information and provide services on our behalf. Whether it is processed in the UK or overseas, your information will be protected, in accordance with data protection legislation, by a strict code of secrecy and security which all members of the HSBC Group, their staff and any third parties are subject to and will only be used in accordance with our instructions.

Miscellaneous

Under data protection legislation, you can apply in writing for a copy of certain personal records we hold about you. The current fee is £10.00 per request from each individual.

To ensure that we carry out your instructions accurately, to help us to continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property.

We may use any contact details you provide to us for service related reasons and you are required to notify us promptly of any changes to these or other details.

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