UNDERWRITING EXPLAINED.

When you apply for Life, Critical Illness or Income Protection cover we’ll make an assessment of the risks – a process known as underwriting. Through this we determine whether you’re eligible for insurance cover, and how much your premium will cost. This document provides you with a brief guide on how we assess your application and reach our decision.
ASSESSING YOUR APPLICATION.

The underwriting process takes into account all the information we’ve received. Sometimes the decision will be based on a single factor, but it may be because of a combination of factors. For example, factors such as being overweight or smoking may aggravate some medical conditions.

We carefully assess each application, taking into account the level of risk associated with the assessment factors listed below.

**AGE**
The cost of buying cover rises as you get older because your risk factors increase.

**HEALTH**
Certain medical conditions have a greater risk of death or disability. Typical conditions include raised blood pressure, high cholesterol, heart disease, diabetes, stroke or cancer. Some conditions like back/joint problems or anxiety and depression are especially significant when applying for disability cover.

**BUILD**
Overweight people are more likely to suffer major diseases such as diabetes and heart disease. The medical profession sets out recommended guidelines for an individual’s ideal Body Mass Index (BMI). If you have a high BMI ratio we may have to increase your premium or in certain circumstances we may not be able to offer you cover. Your waist measurement may also affect our final decision.

**FAMILY HISTORY**
Certain conditions, such as coronary heart disease and some types of cancer, tend to run in families. While these conditions are not always hereditary, presence in the family may increase the chance of someone developing the same condition.

**HAZARDOUS ACTIVITIES AND OCCUPATIONS**
Some jobs or hazardous activities carry an increased risk of accidental death or disease. Examples include underwater diving, mountaineering, private aviation, working at heights and certain duties in the armed forces.

**SMOKING, ALCOHOL AND DRUGS**
Using tobacco products, non-prescription drugs and alcohol consumption over the recommended limits are well-recognised risks. If you haven’t used any tobacco products in the last 12 months you will pay lower premiums, as you are less likely to suffer the health problems associated with smoking.

**RESIDENCY AND TRAVEL**
Living or travelling abroad, including past or potential future travel or residency, may influence our underwriting decision. We’ll check the relevant country for any increased risks that may affect you – for example war, political instability or the prevalence of certain diseases, such as hepatitis or HIV. Current legislation also restricts who can be offered cover outside of the UK.
TYPES OF DECISION.

COVER ON STANDARD TERMS
If we decide there is no extra risk, you’ll be offered the cover you applied for.

COVER WITH AN INCREASED PREMIUM
This may be required for any of the reasons stated in the underwriting assessment factors.

If we increase your premium, it will mean that we’re unable to offer some of the additional and optional benefits such as Increasing your Cover (Guaranteed Insurability Option), Indexation Option or Waiver of Premium.

It may be possible for us to adjust the amount of cover so that the premium remains at the level of your original quote. Please call us to discuss the options available.

COVER WITH BENEFITS CHANGED
We may not be able to offer you the benefits you applied for but we are able to offer you an alternative. Examples of this would be:
1. Life cover is accepted but critical illness has been removed.
2. The definition of disability on Total and Permanent Disability has been changed.
3. The deferment period on an Income Protection Benefit application has been increased.

NO COVER OFFERED
We’re unable to offer you cover where the risk is too high and is likely to remain so. This decision is usually reserved for either current or recent, serious medical conditions but may be because of other risk factors.

POSTPONEMENT OF COVER
We may not be able to offer you cover if you’ve recently suffered a serious medical event, for example a heart attack or cancer, if you’re undergoing medical investigations or waiting for an operation. In this case, we’ll tell you when we’ll be able to consider a new application from you.

COVER WITH AN EXCLUSION
An exclusion clause means you’re not covered for a specified condition, event or hazardous activity. Exclusions are likely to apply to medical conditions you have had which may return, for example, back problems, anxiety or depression. We may also apply an exclusion where the risk is too high to be covered by an increased premium (such as a hazardous activity).

COVER WITHOUT WAIVER OF PREMIUM
We’re unable to offer you this benefit if you have certain medical conditions especially those that are long term or cause time off work, such as back problems, anxiety or depression.

We also remove Waiver of Premium whenever we apply an increased premium or offer you cover with an exclusion.

OTHER INFORMATION
You must tell us of any change to the information given on your application between the date of your application and when your policy starts. Failure to do so will very likely mean that a claim will be declined and the policy(ies) cancelled.