



# Income Protection

Recover, rebuild, and return



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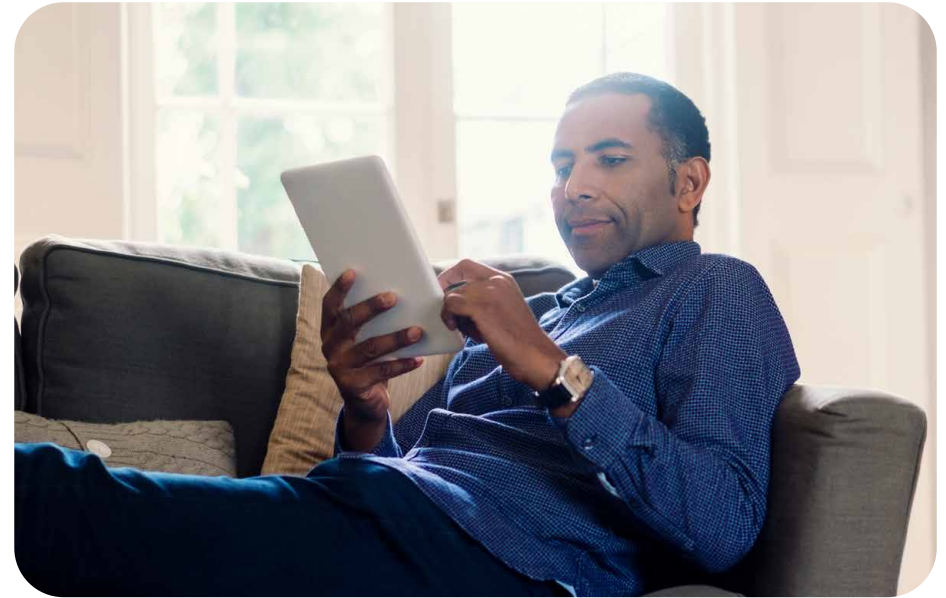


# Income protection in a nutshell

What would you do if you couldn't work due to a long-term illness or injury? How would you pay the bills, cover the rent, mortgage – and everything in-between?

That's where income protection steps in. Not only does it provide you with an income if you can't work, it also offers access to a range of rehabilitation experts who can help get you back to work. It's more than income. It's recovery with purpose.

Simply put, its protection that can help you recover, rebuild, and return.



## How it makes a difference

- Provides you with a regular monthly benefit if you can't work due to incapacity caused by illness or injury
- Pays out until you return to work, retire, die, have reached the end of the benefit payment period (if Limited Benefit Period (also known as Low Cost option) has been selected at outset) or your plan ends.
- Allows you to claim a number of times, depending on the policy chosen
- Gives you access to experienced rehabilitation specialists helping to get you back to work

### Speak to your adviser about:

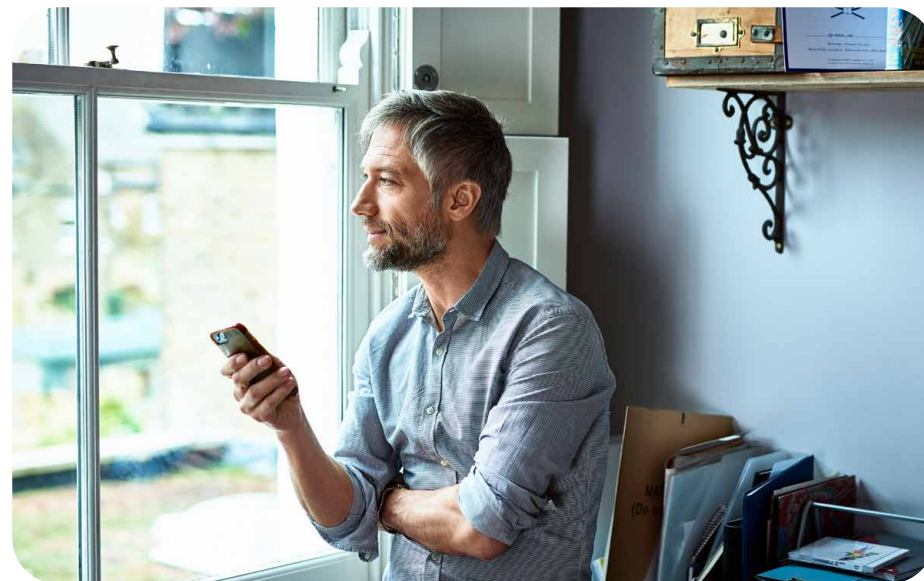
- When the benefit starts
- How you get paid
- How your benefit is worked out
- The additional benefits included at no extra cost
- Our flexible cover options and choice of deferred periods
- Wellbeing Support provided by RedArc Assured Limited, & Rehabilitation Support Service, included as standard

Please remember, this plan does not include unemployment cover therefore will not pay out if you become unemployed.

# Why it's important

More people are finding themselves off work due to illness or injury. Each year, 1.7 million workers are suffering from work-related ill health.<sup>1</sup>

And it's not just about being off work, it's the length of absence that can really impact your finances. On average, a UK employee has enough savings to last just 19 days if their income stopped.<sup>2</sup> How would you cope financially if it happened to you?



## “But I’ve already got insurance.”

We all know it's important to cover the things that mean a lot to us, like our house, car and even our phone. But what pays for all these things is our income, so doesn't it make sense to cover that too?

You also might think that because you have life insurance or critical illness cover you don't need income protection. But in fact, income protection fills a gap that the other two don't offer. Take a look at the table below to see how each one covers you. For details of any existing cover please refer to your policy documents.

### Life Insurance

Designed to pay out a cash lump sum if you die while covered by the policy. You can add Critical Illness Cover for an additional cost from the start for extra peace of mind.

### Critical Illness Cover

Designed to pay out a cash lump sum should you be diagnosed with a critical illness covered by the plan. Helps protect against the financial impact of a critical illness, such as cancer\*, stroke, heart attack or multiple sclerosis.

### Income Protection

Designed to pay you a monthly benefit if you're unable to work because of illness or injury. Offers a range of services that can help with mental and physical health problems, assisting your return to work.



#### Did you know?

The average age of our income protection claimant in 2024 was 41, the youngest was 21 years old<sup>3</sup>



# Why choose us?



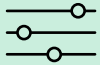
We do more than just pay you a monthly benefit, we also offer specialist advice and support to help you get back to work.



We provide a range of cover options that can adapt with your changing lifestyle and needs.



In 2024 we paid out 84%\* in income protection claims.



You can tailor your policy and its cost to suit your needs. Terms and conditions apply.



If you need to make a claim, we're here to help you every step of the way.



We've been helping customers like you for over 180 years – so you can rely on us.

\*New claims admitted in 2024 and those already being paid before Jan 2024 that continued to be paid.



# Don't take our word for it

At every stage of life, protection matters. But more than that, being there for our customers, when it counts, is what defines us.

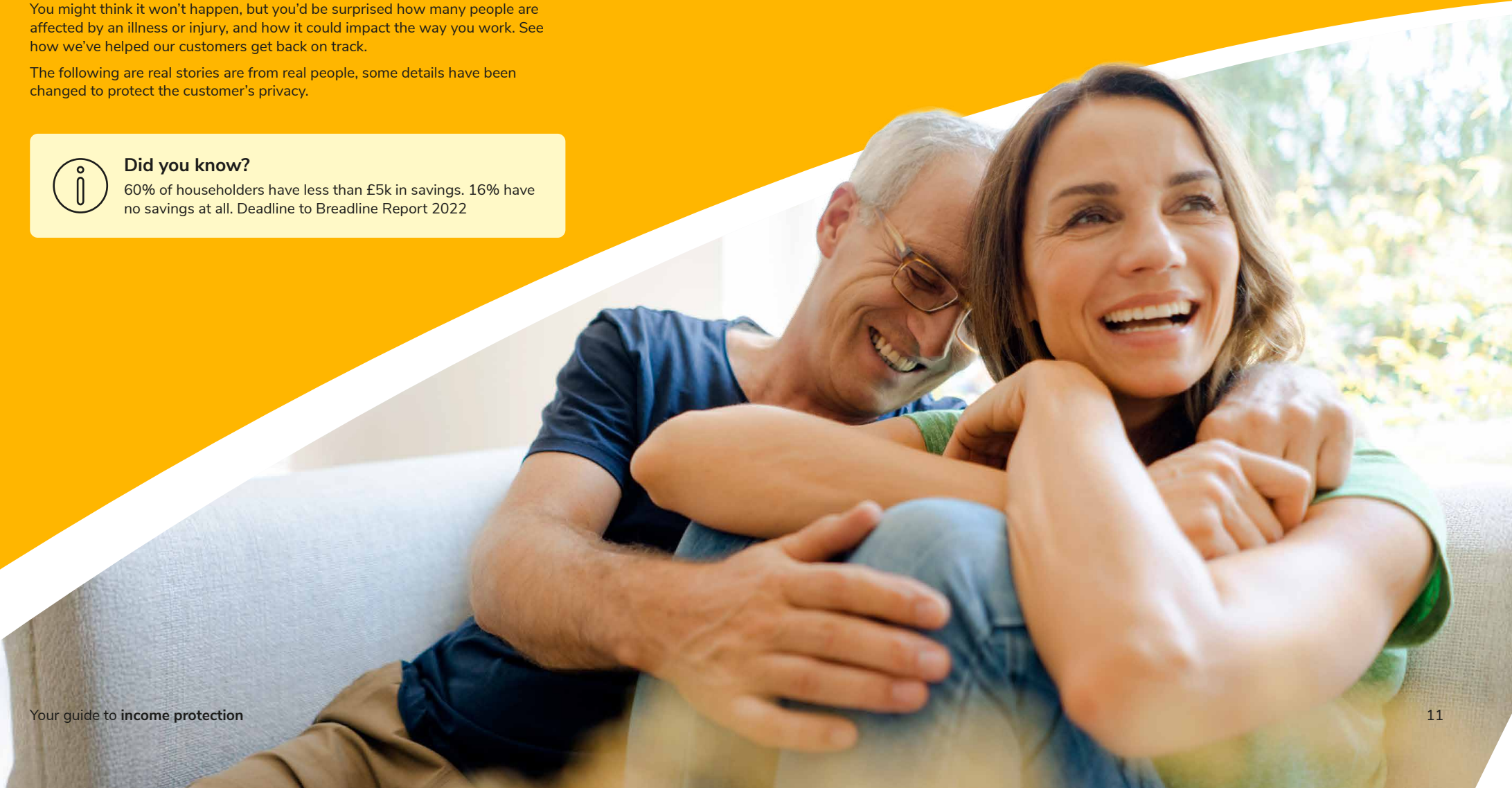
You might think it won't happen, but you'd be surprised how many people are affected by an illness or injury, and how it could impact the way you work. See how we've helped our customers get back on track.

The following are real stories from real people, some details have been changed to protect the customer's privacy.



## Did you know?

60% of householders have less than £5k in savings. 16% have no savings at all. Deadline to Breadline Report 2022



# Supporting Idris through tough times

Some details have been changed to protect the customer's privacy.

Mental health issues can come out of nowhere. One minute you can be feeling ok, the next your whole world is tumbling down. That's exactly what happened to Idris.

He was suffering with stress due to a dispute with his manager. He'd been having counselling sessions through his Employee Assistance Programme, but they were coming to end, and his symptoms hadn't improved.

Idris had income protection from L&G, so we referred him to our rehabilitation team to help him get back to work in a positive state of mind. He wanted to work towards a better relationship with his manager. They worked with him to create a relapse prevention plan, reducing the likelihood of future absences.

Thanks to our specialist teams, Idris had quick access to expert treatment and felt well enough to return to work.





# Helping Amy get back on her feet

Some details have been changed to protect the customer's privacy.

Following treatment for cancer in 2016, Amy still couldn't return to work due to the physical symptoms she was experiencing. What's more, during this time she had a baby, but wasn't allowed to take any strong medication to ease her pain.

She was referred to our rehabilitation team to see if they could help.

Throughout the whole process, a Rehabilitation Specialist kept in touch with Amy to monitor her progress and give advice.

After three months, Amy found successful ways to manage her pain levels so she could get on with life and follow her dream of becoming a nursery nurse.





# Everyone is different, and we all have different needs

At L&G, we understand that everyone is different. That's why our plans have been designed to fit with your needs.

We don't just offer one type of income protection, you can choose from our Income Protection Benefit, or Low Start Income Protection.

The plans are designed to pay a monthly benefit that can be used towards paying your everyday living expenses - from covering the rent to sorting out bills.



## Income Protection Benefit

The premium remains unchanged during the length of your policy unless you make any changes, or have an increasing policy.



## Low Start Income Protection

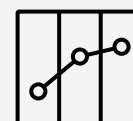
Shares many of the same features as our Income Protection Benefit, but your premiums will increase each year in line with your age.

## What our plans offer

When you arrange your plan, you can choose from a range of options to suit your needs.

You can also choose a deferred period. This is the minimum number of weeks we'll wait before we start paying your monthly benefit. Payments are made monthly, in arrears. You can choose a deferred period of 4, 8, 13, 26 or 52 weeks.

Your adviser can help you decide on the right option to suit you.



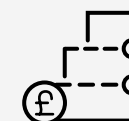
### Increasing Income Protection Benefit and Increasing Low Start Income Protection

Our increasing plans are designed to protect your monthly benefit against inflation.



### Limited Benefit Period (also known as Low Cost option)

This option provides a way of keeping your premiums down by limiting the length of time your monthly benefit can be paid. Not available with stepped benefit.



### Stepped Benefit

Allows you to choose two deferred periods, and two different monthly benefits, all within one plan. Particularly useful for those with company sick pay schemes. Not available with the Limited Benefit Period (also known as Low Cost option)

As with all insurance policies, limitations and exclusions apply. For example, these plans do not include unemployment cover therefore will not pay out if you become unemployed.

Tax laws may change which could affect the monthly benefit our plans pay out. The monthly benefit may affect your claim to some means-tested state benefits. Your entitlement to employment related non-means tested state benefits (such as contributory Employment and Support Allowance) shouldn't be affected. However, state benefit rules may change.

# Helping you get back to work

Our income protection goes further than just providing you with a monthly benefit, it can also help with maintaining good health and wellbeing.

We have a range of services that can support your mental and physical health problems – at no extra cost. So you can get back to work quicker and get on with your life.



## Rehabilitation Support Service

### With you, every step of recovery

When illness or injury takes you out of work, the road to recovery can feel uncertain.

That's where Rehabilitation Support Service steps in. Included as standard with your income protection policy, from the moment you claim, our in-house team of healthcare professionals can help you.

Wherever you are on your recovery journey, we're here to help you move forward with confidence.

- Included at no extra cost, with fast access to expert help
- Access the service as soon as you make a valid claim
- Plan the return to work with a structured and phased approach
- Benefit from an experienced in-house medical team who assess individual needs
- Our service is based around early intervention for better outcomes.



### Did you know?

Our top 3 claim causes for the reasons being off work in 2024 was musculoskeletal, cancer, followed by anxiety/depression. L&G Claims 2024

You'll also have access to the following services too, all at no extra cost.



## Wellbeing Support

### Here for when life is unpredictable

When life throws challenges your way – whether it's illness, injury, bereavement, or mental health struggles – you need more than just financial support.

That's when Wellbeing Support steps in. Our experienced registered RedArc nurses offer compassionate, personalised support – whether you're worried about treatment options, feeling lost after a diagnosis, or struggling with your emotions.

From the moment your policy starts, we're here for you and your family.



## Care Concierge

### Navigate care with confidence

The journey to finding the right care for your family can be complex, and finding the right care for yourself or a loved one can be overwhelming.

That's where Care Concierge steps in. Our friendly care specialists provide free, personalised support, helping you explore all available options and funding pathways tailored to your loved ones' needs.

Let us handle the complexities, so you can focus on what really matters: creating meaningful moments with your family.

Wellbeing Support is provided by RedArc Assured Limited.

Care Concierge is available to Retail Protection customers who have had a protection policy since 20th July 2023.

Speak to your adviser to find  
out how income protection  
could work for you

**Legal & General Assurance Society Limited.**

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