

Lifetime Care Plan

– Frequently Asked Questions

This FAQ document is designed to help Financial Advisers understand the process for setting up a Lifetime Care Plan. For information on the product, its options and how it works, please see our **Key Features** and **Terms and Conditions** documents available on our **Adviser Site**.

Quotes

How do I get a quote?

To get a quote for a Lifetime Care Plan, you need to complete a **Care Fees Plan Questionnaire** (CFPQ) with your client or their legal representative. Once completed, this needs to be sent via email to **Medicals Direct Group** (MDG) who will complete medical data gathering. This will enable us to provide you with a fully underwritten quote. Our **quote process** is detailed on our **Adviser Site**. Full contact details for MDG are available on the **Care Fees Plan Questionnaire**.

Do I need to do anything once the CFPQ has been sent to MDG?

No, MDG will complete the medical data gathering and send the information directly to us, so that we can provide you with a fully underwritten quote. If anything further is required from you during this process, MDG will contact you directly.

How do MDG complete medical data gathering?

Where possible, MDG will arrange a tele-interview with a qualified representative of the client's care provider and ask them for information on the client's medical history, and their ability to perform Activities of Daily Living (ADLs). If the care provider is unable to complete a tele-interview, they will be sent a paper-based Care Manager's Report to complete instead. In some instances, MDG may request a report on our behalf from the client's GP (for example if MDG have been unsuccessful in obtaining the medical information from the care provider, or if more detailed information about the client's medical history is required). The signed declarations in the CFPQ provide MDG with the authority to request this information.

How long is the quote process?

This depends on how easy it is to acquire the medical data needed to underwrite the quote. In some instances, MDG are able to complete a tele-interview within a few days of receiving the CFPQ. However, the care provider may have limited availability to complete these requests, and therefore it may take longer. If a GP report is required, this may take significantly longer. Once MDG have completed their data gathering, the information is usually sent to us within 24 hours, and we are able to underwrite and produce a quote. Our underwriting process may take up to a week depending on the complexity of the underwriting.

How long is the quote guaranteed for?

Quotes are guaranteed for 40 days (October 2021), however due to Covid-19 we have made regular changes to our quote guarantee period and encourage you to check the 'Important information' section of your quote.

What happens if a quote expires?

If your quote expires and you would like it to be refreshed, please contact us using the information in the 'Further Information and Contact' section of this document. Your quote may change or remain the same depending on our rates at the time.

Is there a limit to the amount of quotes a client can request?

No, please contact us if you would like a quote and we will complete this for you. We understand that planning for care and purchasing a Lifetime Care Plan can be a lengthy process and will do what we can to assist you if your quote has, or is about to expire.

Is there a limit to the number of quote variations that can be produced?

No, please let us know the different quote variations that you would like and we will produce these for you. Whilst there is no prescribed limit, we do ask that you consider the needs of your client and only request quotes that are relevant to their circumstances. This will also reduce the burden on our teams, and ensure that your client isn't faced with too many quote variations, which may be confusing.

Does it cost me anything to get a quote via MDG?

No, the quote process is fully funded by us and the other providers who use the MDG common quote process.

Can I do anything to help speed up the quote process?

Sometimes acquiring the required medical information can be difficult. You, your client or their legal representative can assist with this process by contacting the care provider to inform them of the intention of funding care costs through a Lifetime Care Plan, so that the provider is aware in advance that they will be contacted for medical information.

Can you provide an indicative quote?

No. We have made significant improvements to our quote process by working with MDG for medical data gathering. In some instances, we have been able to reduce our quote timescales down by weeks and even months. Because of this, we do not feel that indicative quotes are needed. Furthermore, indicative quotes for a Lifetime Care Plan could be very inaccurate given the intricate underwriting involved. This may not provide the best outcome for your client, as you could find that there is a significant difference between an indicative quote and a fully underwritten quote.

Medical Data

Who do I inform if there is a change in medical/health/financial circumstances during this process?

If there's a material change in your customer's circumstances, you need to inform us as soon as possible so that we can provide you with an up to date quote. Please contact us using the information in the 'Further Information and Contact' section of this document as soon as possible to let us know the details of the change, and we will let you know what's required.

If you are at the start of the quote process and still awaiting MDG to complete medical data gathering, you can update the CFPQ with the new information (or complete a new CFPQ) and send this directly to MDG.

Once the plan is in payment, we do not need to be informed of any further changes to the client's medical or health details, as the plan and its payments are based on the client's circumstances at the start of the plan.

How long are medical reports valid for?

We will use any medical information that we take from the CFPQ, tele-interviews, Care Manager Reports or GP Reports for up to 6 months from the date the document was completed. If we are made aware of any changes to the client's medical information, this may invalidate any existing reports and we may seek further information.

Applications

How do I apply for a Lifetime Care Plan?

All the information you need to apply for the Lifetime Care Plan will be provided in your quote pack which you can request to receive via email or post. You and your client (or their legal representative) will need to send us:

- + A fully completed and signed Acceptance Form
- + A fully completed and signed Care Provider Declaration
- + Proof of name and address
- + The funds to purchase the plan, either via bank transfer or cheque
- + Proof of the legal representative's right to act on behalf of the client, such as a Power of Attorney or Court of Protection Order (if applicable)

Do you accept scanned copies of the Acceptance Form and the Care Provider Declaration?

Yes, however the documents must be hand signed. We will not accept a digital signature that has been inserted into the form. Our new Acceptance Form and the Care Provider Declaration are editable PDF documents that can be filled out on a computer. Once completed, these can be printed, hand signed, scanned and send to us as a digital file.

Do you accept photocopies or scanned copies of ID Documents?

Yes, we can accept photocopies or scanned copies of ID documents.

Do you accept photocopies or scanned copies of Power of Attorney Documents?

Yes, however we will need to verify any photocopies or scanned copies with the Office of the Public Guardian. This process can take up to two weeks, so we encourage you to send us an original or original certified copy of the Power of Attorney wherever possible. We will return any original documents by Royal Mail Recorded Delivery.

My client has a Lasting Power of Attorney that was set up on or after 1 September 2019 and comes with an online access code. Will you accept this?

Yes, and if we can verify the Lasting Power of Attorney online using the service this will significantly reduce the amount of time it takes to set the plan up. For more information on this service, please visit www.gov.uk/use-lasting-power-of-attorney

Do you accept photocopies or scanned copies of Court of Protection Orders?

No, we must see the original Court of Protection Order. Therefore, this must be sent to us by post. We will return any original documents by Royal Mail Recorded Delivery.

What documents will you accept for proof of name and proof of address?

For clients in residential care, the Care Provider Declaration can be used for both proof of name and proof of address. For all other clients, please see our **Identity Verification** list.

Should I send you the funds via bank transfer or cheque?

You can send the funds via either method, however sending the funds via bank transfer is quicker, and therefore will enable us to set up the plan sooner. Please include the quote reference number with any payment you send us.

The Acceptance Form states you may request further information in relation to the funds being used for money laundering and compliance purposes. What does this mean?

In cases where a large sum of money is transacted, we may ask for evidence of the source of your client's funds. This may be bank statements showing accumulated savings or a solicitor's letter confirming the sale of house, for instance. If this is required, we will let you know and provide you with guidance on what evidence will be acceptable depending on the source of funds you are required to evidence.

What type of Power of Attorney or Court of Protection Order do I need to send you?

As this is a financial product, the Power of Attorney or Court of Protection Order should cover Property and Financial Affairs. If the document only covers Health and Welfare, we cannot accept this. Many Power of Attorney documents or Court of Protection Orders cover both Property and Financial Affairs, and Health and Welfare.

If the rate has improved between the quote date and the date that the application is processed, will we be able to benefit from the new rate?

Yes, when we process the application, our system automatically checks to see whether the rates have changed. If the rate has improved, you will be offered the improved rate.

If the rate has improved between the quote date and the date that the application is processed, however you have already received the full funds based on the original rate, will we get a partial refund?

Yes, we will contact you to request payment details to refund any excess balance. Alternatively, you can choose not to receive a refund, and to take a higher monthly income instead, as long as this monthly income is not higher than the monthly care costs.

The Plan and Payments

Will you make payments to care providers based outside the United Kingdom?

No, all payments must be made to UK Registered Care Providers in England, Scotland, Wales or Northern Ireland.

Can I set up the plan as a Purchased Life Annuity?

No, the Lifetime Care Plan has been designed to make payments to UK Registered Care Providers and is therefore an Immediate Needs Annuity. At inception, payments must be made to a UK Registered Care Provider. If the customer's situation changes and they are no longer in receipt of care from a UK Registered Care Provider, the plan will revert to a Purchased Life Annuity. However, it cannot be set up initially as a Purchased Life Annuity.

What will be the plan start date?

The plan start date is the date that we receive the funds. If all documentation is received at the same time the funds are received, we will set up the plan as soon as practically possible. Once the plan is set up, the first payment will take up to 5 working days to reach the care provider's bank account. The second payment and all future payments will be made on a monthly basis on (or just before) the monthly anniversary of the date we receive the funds. For example:

- + All funds and documentation received on 3rd
- + We check all the documents and set up the plan on 5th
- + First payment reaches the care provider's bank account on 12th (up to 5 working days later)
- + Second payment, and all future payments, will be made on or just before 3rd each month

Will a cheque payment delay the plan start date or change the payment date each month?

If, in the above scenario, a cheque was received on 3rd this will likely delay the first payment as we will need to allow time for the cheque to clear. All future payments will however still to be made on or just before 3rd each month. For example:

- + Cheque and documentation received on 3rd
- + We check all the documents and send the cheque for banking on 5th
- + Cheque clears on 12th (up to 5 working days later)
- + We set up the plan on 13th
- + First payment reaches the care provider's bank account on 20th (up to 5 working days later)
- + Second payment, and all future payments, will be made on or just before 3rd each month

Does the first payment get backdated?

Yes, as in the above example, the first payment will be backdated to the date we received the funds, and subsequent payments will be made on or just before the monthly anniversary of the date we received the funds.

Will the payments be made on the same date each month?

Payments will be made on, or just before the same date each month. For example, if we received the funds initially on 5th of the month, each payment will be made on, or just before 5th of each subsequent month. We never aim to pay funds any later than the agreed payment date.

Why are payments made earlier in some months?

Usually this is because the payment date falls on a weekend or bank holiday. In some instances, the date we received the funds may have been 31st, which means in months where there is no 31st, payment will be made a little earlier.

Can I select a specific payment date from the outset, or change to a specific payment date once the plan is in payment?

No. The payment date is set at the start of the policy based on the date that we received the funds into our bank account via bank transfer, or the date that we received the cheque into our office.

How much will the first payment be?

The first monthly payment will be equal to the monthly amount shown in the quote you have accepted.

Can we select or change the month of escalation of the payments?

No. If you have selected escalating payments, either by a fixed percentage or in line with the Retail Prices Index (RPI), payments made from the plan will increase on the plan's anniversary each year. You cannot choose the month in which escalation occurs.

Can payments be made to more than one care provider?

Yes, we can pay a maximum of two care providers. At inception, all providers must be UK Registered Care Providers. You will need to ensure each care provider completes a Care Provider Declaration.

Advice

Do I need a certain qualification to be able to advise on a Lifetime Care Plan?

Yes, you will need to hold CF8 or another FCA approved long term care qualification.

Are you able to facilitate adviser charges?

Yes, we can facilitate adviser charges as a fixed fee or as a percentage.

How long does it take for me to receive my adviser charge?

Once we've received all the required documentation, the policy will be authorised. Once authorised, your adviser charge will be paid on your next available statement. This will depend on the frequency in which you receive your statements.

How can I enter or grow into this market?

Please contact our Distribution Team who can work with you on ideas to grow and refine your later life proposition. Click [here](#), select 'Meet our team' and contact one of our Key Account Managers.

Further Information and Contact

Where can I find more information?

You can visit our **Lifetime Care Plan Adviser Site** where we have full details on the Lifetime Care Plan product and its features. Here, you can also view key documents, and read some case studies which can help you understand how a Lifetime Care Plan could be used to fund your client's care costs.

How do I contact you?

If you have any questions about the Lifetime Care Plan, would like an update on an existing quote or application, or would like to make a complaint, you can contact us by:

Post:

**Legal & General Retirement,
PO Box 809, Cardiff. CF24 0YL**

Phone:

0345 070 2459

Email:

lcp@landg.com

We also have a team of Broker Quote Specialists and Telephone Account Managers who can help you. For more information, please click **here** and select 'Meet our team'.

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