

Lifetime Care Plan Questions & Answers

Are you considering a Lifetime Care Plan for a loved one? Perhaps you're involved in helping a relative choose a Lifetime Care Plan. This information gives you a summary of the plan.

For full details, you should read the Lifetime Care Plan Key Features and the Terms and Conditions.

Please speak to a specialist financial adviser to consider all the options available for your relative.

What is a Lifetime Care Plan and how does it work?

For a single premium, a Lifetime Care Plan will provide a monthly payment to help meet the cost of care for your relative for the rest of their life.

The single premium considers the options selected and the state of health of your relative, at the point of buying the plan.

Who can buy a Lifetime Care Plan?

Either the person who needs care (your relative) or their legal representative can buy a Lifetime Care Plan.

The Lifetime Care Plan can only be bought through a specialist financial adviser.

How do I know if the Lifetime Care Plan is right for a relative?

An adviser will help you and your relative decide if our Lifetime Care Plan is suitable for them.

It may be suitable if:

- They are 60 years of age or over when they apply
- They are currently receiving care or will need care when the plan starts, which is expected to be for the rest of their life
- They would like a regular payment for life to help meet care costs
- The care will be provided by a UK Registered Care Provider, either at home or in a care home.

It may not be suitable for them if:

- They don't need care immediately
- They may only need care temporarily
- They want to change any of the options initially chosen.

What is the tax position on the payments?

Under current legislation, if the payment is made to a UK Registered Care Provider, no income tax is due on these payments. A UK Registered Care Provider is a care home or formal home care agency registered with the relevant care authority in England, Wales, Scotland or Northern Ireland.

Payments can also be made direct to your relative but these payments may be subject to income tax.

What happens if they need to change care providers or if there is a change in care needs including hospitalisation?

The payments can be made to a new UK Registered Care Provider.

If your relative needs to go into hospital, we can continue payments to keep their place at the care home.

If their place or room is not being kept open or if care is no longer required, payments can be made direct to your relative but these payments may be subject to income tax.

Are there any charges payable?

All our charges are included in the single premium, paid at outset. The adviser may need to be paid in addition which will need to be agreed with them separately.

What payment options are available?

At the point of buying the Lifetime Care Plan, your relative can choose to have fixed payments, so they remain the same. Or if they are concerned about increasing care costs, they can choose to increase payments each year either by a fixed percentage (anything up to and including 8%) or in line with the Retail Price Index (RPI).

What happens when my relative passes away?

The monthly payments will stop when we are told that your relative has passed away. If any payments have been made after they've passed away, they will need to be refunded back to us.

If your relative dies within the first six months of the start of the plan, we will pay their estate a percentage of the original premium less any payments already made. This is known as Guaranteed Premium Protection and is included in the plan automatically.

If your relative would like to protect a percentage of the original premium for more than the first six months of their plan, they can choose Additional Premium Protection at the point of buying the Lifetime Care Plan. They can choose to protect 25%, 50% or 75% of the original premium less any payments already made.

Any payments made to their estate may be subject to inheritance tax. Please see the Key Features document for an example of how this works.

Can the plan be cancelled?

Your relative will have 30 days from the start date of the plan to change their mind and cancel the plan. This can be done in writing or by calling us. Contact details can be found in the Key Features document.

What are the risks?

There are some risks you and your relative need to consider before buying the plan. This is covered in more details in the Key Features document.

- The plan pays out a monthly payment that helps meet the cost of care. It does not guarantee to cover the entire cost of care costs.
- The cost of care may increase or be greater than the payments we make. Your relative is responsible for funding any shortfall.
- We may not pay anything to their estate when your relative passes away. This depends on when they die and the options selected when the plan was bought.
- The care provider may continue to make charges even after your relative passes away but the payments from us will stop from the date of their death.
- The plan can't be cashed in.
- Receiving payments from the plan may affect their ability to claim for means-tested state benefits.

Where can I find out more information?

You can speak to a specialist financial adviser. You can also find out more information about paying for care and other options that might be available from the Money Advice Service.

The Money Advice Service is an independent service set up by the Government to help people make the most of their money by giving free, impartial advice to people across the UK.

For guidance on paying for care visit:

moneyadvice.service.org.uk/en/categories/paying-for-care
or call: **0800 138 7777**