

# Payment Protection Cover

## Your Payment Protection Cover Insurance policy summary.



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## What is Payment Protection Cover Insurance?

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Payment Protection Cover Insurance, which is optional and not a condition of taking out a credit card, may enable you to meet your monthly credit card repayment in the event of your unemployment, accident or sickness. It may also provide you with life cover and hospitalisation cover.

This is a summary of the cover your Payment Protection Cover Insurance provides. It does not contain the full terms and conditions of your policy, which can be found in your policy document. It is important that you read the policy document carefully.

This is a monthly renewable contract meaning that cover lasts for a month at a time and will continue on a month-by-month basis unless it is cancelled by you or us, or until your cover ends as described within the section entitled 'How long will my policy last?' on page 25 of your policy document.

## Who are the insurers?

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The providers of insurance cover, who are:

- Lloyds TSB General Insurance Limited for accident or sickness, unemployment and hospitalisation cover.
- Scottish Widows plc for life cover.

The main business of Lloyds TSB General Insurance Limited is insurance and the main business of Scottish Widows plc is life assurance, pensions and investments.

## Are you eligible for Payment Protection Cover Insurance?

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You are eligible for this policy if at the start date you are:

- 18 or over and under 75 throughout the term of your Payment Protection Cover Insurance policy, and
- you live in the UK, Channel Islands or the Isle of Man, and
- you are the first named holder of a credit card account, and
- you are not in receipt of Incapacity Benefit or Employment and Support Allowance from the relevant government authority.

If you have a first named additional cardholder on your credit card account, they will be eligible for Life Cover under this insurance if at the start date they:

- are aged 18 or over and under 65 throughout the term of your Payment Protection Cover Insurance policy, and
- live in the UK, Channel Islands or the Isle of Man, and
- are not in receipt of Incapacity Benefit or Employment and Support Allowance from the relevant government authority.

## If you are off work due to an accident or sickness at the start date of your policy

If you are off work due to an accident or sickness at the start date of your policy, your accident or sickness cover will begin at the start date provided you return to work within 30 days of the start date. If at the start date of your policy you are off work due to accident or sickness for more than 30 days, your accident or sickness cover will not begin until you have returned to work for at least 30 consecutive days.

## Policy Benefits at a glance

This table briefly outlines the cover you may be eligible for under your Payment Protection Cover Insurance policy and how any changes in your age and/or employment circumstances may affect it.

We recommend that you review your cover at least once a year to ensure it is adequate.

If at time of claim you are:	Unemployment (including carer) Cover	Positive Job Solutions	Accident or Sickness Cover	Hospitalisation Cover	Life Cover
Under 65 and are in work for 16 hours or more a week*	✓	✓	✓	✗	✓
Under 65 and work less than 16 hours a week	✗	✓	✓	✗	✓
<ul style="list-style-type: none"> <li>• Aged 65 or over, or</li> <li>• under 65 and do not work</li> </ul>	✗	✓	✗	✓	✓
The first named additional cardholder aged under 65	✗	✗	✗	✗	✓

\*Please note: The policy is designed to provide unemployment cover to customers who are employed on a permanent basis. However there are some additional circumstances where we will provide unemployment cover:

- If you are self-employed (please refer to the definition of self-employed on page 6 of your policy document).
- If you work on a fixed-term contract and your contract is not renewed, you will only be eligible for unemployment cover where certain conditions are met (please refer to the unemployment cover, exclusions section on page 14 of your policy document).

## What happens if my circumstances change?

Your eligibility for cover under this policy may change if your circumstances change, for example if you retire from work, voluntarily reduce your hours to less than 16 per week or leave the UK to permanently live abroad. If this happens or is likely to happen you should discuss this with Lloyds TSB Card Services on **0845 606 2171**. Lines are open 24 hours a day, 7 days a week.

### **Please refer to your policy document for full details, in particular:**

Page 9 – Policy benefits at a glance  
(including how changes during the lifetime of your policy may affect your cover)

Page 12 – Unemployment Cover

Page 18 – Accident or Sickness Cover

Page 21 – Hospitalisation Cover

Page 23 – Life Cover

Page 26 – Changes to the premium and/or terms and conditions

If your circumstances change whilst you are claiming, please contact us. We may need to re-assess the basis on which we pay your claim as a different benefit may be more appropriate.

## What are the significant features and benefits of Payment Protection Cover Insurance?

### Unemployment Cover

If, during the term of your Payment Protection Cover Insurance policy you are unemployed for 15 consecutive days or more you could claim against this cover.

If, during the term of your Payment Protection Cover Insurance policy you voluntarily leave your employment to become a carer please refer to the 'What if I become a carer?' section on page 13 of your Payment Protection Cover Insurance policy document.

This cover provides a monthly benefit equal to 5% of your outstanding balance on your credit card up to a maximum of £1,000 per month. If you remain unable to work for a full 12 months, your 12th and final payment will be equal to the remainder of your outstanding balance on the date you knew you would become unemployed or would become a carer up to a maximum of £20,000.

Once we have paid the maximum of 12 payments, any subsequent unemployment claim must be preceded by a period of 30 days in continuous active employment of 16 hours or more per week.

### Accident or Sickness Cover

If, during the term of your Payment Protection Cover Insurance policy you are unable to work due to accident or sickness for 15 consecutive days or more you could claim against this cover.

This cover provides a monthly benefit equal to 5% of your outstanding balance on your credit card up to a maximum of £1,000 per month. If you remain unable to work for a full 12 months, your 12th and final payment will be equal to the remainder of your outstanding balance on the date you were unable to work due to accident or sickness up to a maximum of £20,000.

Once we have paid the maximum of 12 payments, you can make a new accident or sickness claim for an unrelated condition. However any accident or sickness claim for the same or related condition must be preceded by a period of 90 days active employment where you have been free of all symptoms and medical treatment.

### Hospitalisation Cover

If, during the term of your Payment Protection Cover Insurance policy you have to stay in hospital for five consecutive days or more, you could claim against this cover.

This cover provides a monthly benefit equal to 5% of your outstanding balance on your credit card up to a maximum of £1,000 per month. If you remain in hospital for a full 12 months, your 12th and final payment will be equal to the remainder of your outstanding balance on the date you knew you were going into hospital up to a maximum of £20,000.

Once we have paid the maximum of 12 payments, you can make a new hospitalisation claim for an unrelated condition. However any hospitalisation claim for the same or related condition must be preceded by a period of 90 days where you have been free of all symptoms and medical treatment.

### Life Cover

If, during the term of your Payment Protection Cover Insurance policy you or the additional named cardholder dies, life cover could provide a single benefit equal to the outstanding balance on your credit card up to a maximum of £20,000.

The outstanding balance will be equal to the amount you owe on your account (less any arrears) on the date of death.

## What am I not covered for?

There are certain situations that you are not covered for. For example, anything you already know about at the start date of your Payment Protection Cover Insurance policy, or which is caused by illegal or deliberate acts on your part.

**The significant and unusual exclusions are set out below.** There may be other exclusions that are relevant to you so you need to check the Exclusions section of your policy document for a full list of exclusions.

### You will not be covered for unemployment:

- where you have not been working for 16 hours or more per week, or where you have not been paying the correct tax and National Insurance contributions immediately prior to your claim,
- if you have not been continuously employed for at least 16 hours per week for a minimum period of six consecutive months either at the start date of your Payment Protection Cover Insurance policy or during the term of your Payment Protection Cover Insurance policy,
- lasting for less than 15 complete and consecutive days,
- which you are notified of, or which begins within 90 days of the start date,
- which immediately follows a period of temporary work or unemployment which is normal in your line of work (for example, casual or seasonal work or where your contract is for a specific task),
- which results from the end of a fixed-term contract, unless certain conditions are met (for full details, please refer to the unemployment exclusions on page 14 of your policy document).

### Please note:

- you must be meeting the Jobseeker's Agreement. Where you are ineligible, you must be able to provide ongoing alternative evidence acceptable to us that you are unemployed and actively seeking work of at least 16 hours per week,
- if you are self-employed and you own your own company as a sole trader or partner in a partnership and are able to control the affairs of the company, you will not be covered for unemployment unless you have involuntarily ceased trading because you could not find enough work to meet all your reasonable business and living expenses and have declared this to HM Revenue & Customs.

**Please refer to page 14 of your policy document for a full list of unemployment exclusions.**

**You will not be covered for accident or sickness:**

- whilst you are unemployed, unless you are already claiming benefit under your Payment Protection Cover Insurance policy,
- lasting for less than 15 complete and consecutive days,
- due to any pre-existing condition which persists or returns during the first 12 months of your accident or sickness cover. This exclusion will not apply once you have been continuously insured under the accident or sickness cover for 12 months, as long as you are attending work immediately prior to your claim. (For a full explanation of pre-existing conditions, please refer to the definition of a pre-existing condition on page 6 of your policy document and to the pre-existing exclusion on page 7 of your policy document).

**Please refer to page 18 of your policy document for a full list of accident or sickness exclusions.**

**You will not be covered for hospitalisation:**

- whilst you are employed,
- lasting less than 5 complete and consecutive days,
- due to any pre-existing condition which persists or returns during the first 12 months of your hospitalisation cover.

This exclusion will not apply once you have been continuously insured under the hospitalisation cover for 12 months, as long as you are attending work immediately prior to your claim. (For a full explanation of pre-existing conditions, please refer to the definition of a pre-existing condition on page 6 of your policy document and to the pre-existing exclusion on page 7 of your policy document),

- spent in a convalescent, nursing home or rest home, or similar section of a hospital.

**Please refer to page 21 of your policy document for a full list of hospitalisation exclusions.**

**The first named additional cardholder will not be covered for life benefit if he/she:**

- dies within 90 days of the start date or within 90 days of becoming the first named additional cardholder, whichever is the later, or
- dies as a result of any illness, whether diagnosed or not, that they were aware of (or symptoms of any illness that they were aware of) prior to the start date or prior to the date of becoming the first named additional cardholder, whichever is the later.

**Please refer to page 23 of your policy document for a full list of life cover exclusions.**

## How long will my policy last?

Cover will start on the day that you sign your Payment Protection Cover Insurance agreement and will continue as long as you have a credit card account and you continue to pay your monthly premium on time. Your cover and all benefit payments will end when:

- you reach the age of 75, or
- your credit card account is closed, or
- your account is transferred to a third party, or
- you are required to pay the full amount you owe under your account because you have broken the conditions of your account or you become bankrupt, or
- a Court Judgement is entered against you in respect of your account, or
- you leave the UK, Channel Islands or the Isle of Man to permanently live abroad, or
- you make a false claim (you will have to return any claim payments we have made), or
- you die,

whichever is the earliest.

## Can you cancel my Payment Protection Cover Insurance policy?

In addition to the reasons provided within the section entitled 'How Long will my policy last?' on page 25 of your policy document, we also reserve the right to choose to cancel your policy at any time for the reasons set out below, but you will be given at least 60 days advance written notice to your last known address. The reasons are:

- any event outside our control which makes it impossible or impractical to carry out our obligations under this policy;
- any event outside our control that we expect to have a significant impact on future claims and that we could not have foreseen previously.

Cover will end but we will continue to pay monthly benefit that is due to be paid for any claim that happened prior to the end date when:

- you cancel this insurance (please refer to the 'How do I cancel this policy?' section on page 9 of this document),
- your premium has remained unpaid for 90 consecutive days,
- we cancel this insurance by giving you 60 days written notice (please refer to the 'Can you cancel my Payment Protection Cover Insurance policy?' section on page 7 of this document).

## How do I make a claim?

To register your claim:

Phone: **0845 602 4534**

Our lines are open from Monday to Friday 8am to 6pm. Lines are closed on weekends and Public Holidays.

Please have the following information ready when you call:

- your Lloyds TSB Credit Card number,
- your Payment Protection Cover Insurance policy number GCXXX,

Remember you will have to provide any evidence we require to complete the claim.

## How do I make a complaint?

If you have a complaint about a claim please contact the Lloyds TSB Payment Protection Card Customer Care team:

Phone **0845 602 4534**

Post Lloyds TSB Claims Department – PPC  
PO Box 393  
WEST MALLING  
ME6 9FT

If you feel that your complaint hasn't been answered satisfactorily please write to the Managing Director at the address above or email\* **PPC.customercare@lloydstsb.co.uk**

If you have a complaint about the sale of your insurance please contact the Lloyds TSB Insurance Customer Care team:

Phone **0845 300 5599**

Fax **01633 468835**

Email\*

**customer.care.insurance@lloydstsb.co.uk**

Post Customer Care,  
Lloyds TSB Insurance,  
Tredegar Park, Newport,  
South Wales NP10 8SB.

If you feel that your complaint hasn't been answered satisfactorily please write to the Managing Director at the address above or email\*

**managing.director.insurance@lloydstsb.co.uk**

Finally, if you are still not happy with the way we have handled your complaint you can then contact the Financial Ombudsman Service (FOS) at:

Phone **0845 080 1800**

Post The Insurance Division,  
Financial Ombudsman Service,  
South Quay Plaza,  
183 Marsh Wall,  
London E14 9SR.

Contacting the FOS will not affect your legal rights.

\*Please be aware that any personal data you send to us via email could be transmitted across unsecure systems. We cannot be held responsible for the security of any such personal data whilst it is in transit to us.

## Would I receive compensation if the insurers were unable to meet their liabilities?

The insurer is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if the insurer cannot meet its obligations. This depends on the type of business and circumstances of the claim and would provide cover for 100% of the first £2,000 and 90% for the remainder of the claim without any upper limit. Further information about compensation scheme arrangements is available from the FSCS. Contact them at **www.FSCS.org.uk** or call them on **020 7892 7300**. For further details please refer to the 'Financial Services Compensation Scheme' section on page 26 of the policy document.

## How are premiums charged for this Payment Protection Cover Insurance?

The premium for this policy (inclusive of Insurance Premium Tax where applicable) is charged on a monthly basis as a percentage of the balance of your monthly credit card statement (excluding optional insurance). Your monthly repayments can vary due to changes in the amount you have borrowed or where interest rate changes have been notified to you in writing by us.

We reserve the right, in certain circumstances, to make reasonable and proportionate changes to the terms of your Payment Protection Cover Insurance policy (including your premium) upon 60 days advance written notice to your last known address. Please refer to the 'Changes to the premium and/or terms and conditions of your policy' section on page 26 of your policy document for full details.

## How do I cancel this policy?

You can cancel this Payment Protection Cover Insurance policy after the start date if you decide that you don't want it or it doesn't meet your needs.

If you cancel within the first 30 days we will refund your money in full unless a claim has been made and settlement terms have been agreed. Please call us on 0845 606 2172 or write to us at Lloyds TSB Card Operations, Payment Insurance,

4th Floor, Sussex House, 1-9 Gloucester Place, Brighton BN1 4BE within 30 days of:

- the date that you purchase this Payment Protection Cover Insurance policy, or
- the day on which you receive your policy document

whichever is the later.

The contract between you and us will then be treated as if it had never happened.

If you do not cancel within the first 30 days, the policy will remain in force in accordance with the terms and conditions set out in your policy document.

If you decide that you would like to cancel after the 30 days has expired you may do so by using the contact details above. However:

- we will not refund any premiums already paid, and
- if you request to cancel your policy and you have not yet paid the monthly premium due, you will continue to be liable for the outstanding premium, and
- your cover will continue until the end of the period for which you have paid.

For further details about cancellation rights please refer to the 'How do I cancel this policy' section on page 3 of your policy document and to the 'Changes to the premiums and/or terms and conditions of your policy' section on page 26 of your policy document for full details.

## Important Information

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### Choice of law

Unless we agree otherwise, English law will apply to your Payment Protection Cover Insurance.

### Language

The language used in your policy document and any communications relating to it will be English.

### Please note:

- We will provide cover under your Payment Protection Cover Insurance policy according to the terms set out in your policy document in return for payment of the premium.
- Your policy cannot be transferred or the benefits assigned to anyone else.

**[lloydstsb.com/insurance](http://lloydstsb.com/insurance)**

The information within this document is available in alternative formats such as Braille, audio tape, large print or CD-ROM. Please call **0800 731 9046** if you wish to receive it in one of these formats and we will be happy to help.

Payment Protection Cover (PPC) is underwritten by Lloyds TSB General Insurance Limited (registered in England: 25 Gresham Street, London, EC2V 7HN. Company No. 204373 FSA Register number 202091) and Scottish Widows plc (registered in Scotland: 69 Morrison Street, Edinburgh, EH3 8YF. Company No. 199549 FSA Register number 191517). Both Companies are authorised and regulated by the Financial Services Authority (FSA). Lloyds TSB General Insurance Limited provide the unemployment, accident or sickness and hospitalisation cover of PPC and Scottish Widows plc provide the life cover.

