

Keyman / Keyman Plus / Keyman Extra Cover Summary

The amount payable in respect of life, permanent total disablement or critical illness must be less than £150,000 in aggregate with all other policies issued covering the policyholder by the Insurance Companies unless the policyholder has complied with the additional underwriting requirements of the Insurance Companies and the Insurance Companies have notified the policyholder of their acceptance in writing.

The monthly instalment payable in respect of accident or illness must be less than £3,000 per month in aggregate with all other policies issued covering the policyholder by the Insurance Companies unless the policyholder has complied with the additional underwriting requirements of the Insurance Companies and the Insurance Companies have notified the policyholder of their acceptance in writing.

Free Accidental Death Cover will automatically be provided for the interim period from the commencement of the Lombard transaction, whilst the application is being assessed. This will cover the amount of loan, subject to a maximum of £150,000, for a maximum period of 90 days, continuous from the commencement of the Lombard transaction.

Cover commences on either:

- the date of the agreement where no additional underwriting is required; or
- the date on which the Insurance Companies have communicated written acceptance of the policyholder for insurance cover, where additional insurance cover is required.

Please note these insurance Products may be available from other providers.

1. Eligibility

You can nominate any number of key personnel, including yourself, as long as the company's registered office is in the UK

However, to be eligible nominees must be:

- 18 or over and under 65*; and
- in active full time employment within the company and a director or other employee, partner or sole trader actively involved in the running of the day to day business, on a regular basis for at least 16 hours a week.

If taking the policy out in an individual capacity you must be a UK Resident, over 18 and under 65* and must be in active full time employment for at least 16 hours a week (and have been so continuously for at least the previous six months).

Nominees can be added or deleted during the life of the policy, providing they sign a health declaration (or underwriting form, if applicable). Cover in respect of an added Nominee will commence upon acceptance by the Insurance companies.

*Cover in respect of any nominee/private individual will cease upon that nominee/private individual reaching the age of 65.

2. Significant Features and Benefits (In this section all references to Nominee(s) equally apply to private individuals (if applicable))

Optional KEYMAN (Life, Personal Accident and Hospitalisation) provides cover in the event that any of the nominees die, or suffer an accident which results in the nominee becoming permanently totally disabled, or losing an eye or a limb within 12 months of this accident. KEYMAN pays the balance outstanding under the finance agreement (less arrears of more than three months, any related interest and for a business VAT) up to a maximum of £150,000**. Permanent total disablement means total permanent and irreversible disability which is shown by medical evidence to be likely to continue for the remainder of the nominee's life and which renders them incapable of being employed and engaging in any work or occupation for remuneration or profit. Payment of permanent total disablement claims may be deferred until a period of 12 months' continuous disability has elapsed. If as a result of a personal accident, any of these nominees become hospitalised for 15 days or more, then KEYMAN pays a lump sum of £500.

Optional KEYMAN PLUS (Keyman benefits plus Accident and Sickness cover) provides additional insurance to meet the monthly instalments if any of the nominees are incapacitated due to an accident or illness. Once unable to work for 30 days the monthly instalment then due, up to a maximum of £3,000**, will be paid. This will continue to be paid for each consecutive 30 day period that the nominee remains unable to work up to a maximum of 12 monthly instalments per claim (and an aggregate maximum of 24 monthly instalments throughout the life of the policy) or until the balance outstanding is repaid if sooner.

Optional KEYMAN EXTRA (Keyman benefits plus Critical Illness cover) provides additional insurance to Keyman and will pay the balance outstanding under the finance agreement (less any arrears of more than three months, any related interest and for a business VAT) up to a maximum of £150,000**, in the event that a nominee suffers from one of the conditions listed, namely; Heart Attack, Cancer, Stroke, Major Organ Transplant, Coronary Artery Bypass Surgery and Kidney Failure.

Cancer is defined as: A malignant tumour characterised by the uncontrolled growth and spread of malignant cells and invasion of tissue. This includes leukaemia and Hodgkin's disease.

** amounts above these limits are subject to additional underwriting and written approval by the insurer.

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3. Exclusions (In this section all references to Nominee(s) equally apply to private individuals (if applicable))

This insurance will not pay for:

- death, critical illness, accident or sickness from any medical condition for which the nominee received treatment or advice during the 12 months before the policy started or of which they were aware when the policy started, unless the nominee has been symptom free and has not consulted a Doctor or received treatment for the condition in the 24 months preceding the claim;
- any chronic condition which is existing or which the nominee knew about when the policy started, or of which the nominee was exhibiting the symptoms whether specifically diagnosed or not or for which the nominee was receiving medical treatment or advice during the 12 months preceding the commencement date;
- if the Critical Illness occurs within 90 days of the commencement date; The following types of cancer are excluded:
 - All tumours which are historically described as pre-malignant, as non-invasive or as cancer in situ;
 - All forms of lymphoma in the presence of any Human Immunodeficiency Virus;
 - Kaposi's sarcoma in the presence of any Human Immunodeficiency Virus;
 - Any skin cancer other than malignant melanoma;
- permanent total disablement, loss of sight or limbs, accident or sickness arising from drug or alcohol abuse, self inflicted injuries (whether or not insane), criminal acts or normal pregnancy;
- permanent total disablement, loss of sight or limbs arising from participation in armed forces operations, engaging in hazardous activities, deliberate exposure to danger (except in an attempt to save human life) or flying other than as a passenger in a fully licensed, multi-engined commercial aircraft.

Please refer to Section 4 in the Policy Document for a full list of exclusions.

4. Important Information

This is only a summary of cover. Please read the full terms and conditions which are in the Policy Document. You may need to review and update your cover periodically to ensure that it remains current.

Keyman is underwritten by:

London General Life Company Limited, registered number 2443666 and London General Insurance Company Limited, registered number 1865673 whose head and registered offices are at Integra House, Floor 2, Vicarage Road, Egham, Surrey TW20 9JZ.

The insurers are authorised and regulated by the Financial Services Authority with FSA registered numbers of 202801 and 202689 respectively which can be checked by contacting the FSA via the website at www.fsa.gov.uk or by phoning 0845 606 1234.

5. How Do You Claim?

Telephone TWG Services Limited on 0870 163 2277 and ask for a Claim Form to be sent. Fill in the Claim Form and send it within 120 days of the incident to the Creditor Claims Department, TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF. Telephone calls may be recorded.

6. Cancellation Rights

You have the right to cancel the insurance cover at any time by writing to Lombard. If you cancel within 30 days of receipt of your policy documentation, the insurance premium will be refunded, unless you have made a claim during this initial 30 day period, in which case the Insurer may deduct therefrom any costs incurred in relation to the cancelled insurance contract. However, as the premium is paid monthly, no refund of insurance premium will be made if you cancel after the initial 30 day period.

7. Complaints Procedure

TWG Services Limited has a complaint handling procedure that you can use if you are not satisfied with this product or service. Please contact TWG Services Limited at The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF.

TWG Services Limited is a member of the Financial Ombudsman Service. If you are still not satisfied after following TWG Services Limited's complaint procedure, you may be able to ask the Ombudsman to review the complaint.

You can find out more about the Financial Ombudsman Service in a leaflet available from TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF.

Alternatively, you can write to the Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London, E14 9SB. Telephone 0845 080 1800. Telephone calls may be recorded. There are some instances where the FOS cannot consider complaints. The existence of the FOS does not affect your right to take legal action.

8. Applicable Law

Both you and we are free to choose the law applicable to this insurance contract. Unless specifically agreed to the contrary, this Policy and Policies shall be subject to English Law.

The insurers are members of the Financial Services Compensation Scheme (FSCS). The scheme can pay compensation to customers if a regulated firm is unable to pay claims against it, usually if the firm stops trading or is insolvent. Compensation limits apply. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit (maximum 90% of the claim, without any upper limit after 31/12/09).