

keyfacts

Key Features of the Over 50 Guaranteed Life Plan provided by St Andrew's Life Assurance plc

This product meets the demands and needs of those who require life assurance without the need to supply any medical information to leave an agreed lump sum on death. The Financial Services Authority is the independent financial service regulator. It requires us, St. Andrew's Life Assurance plc, to give you this important information to help you decide whether our Over 50 Guaranteed Life Plan is right for you. You should read this document carefully so that you understand what you are buying, and keep it safe for future reference.

ITS AIM

To provide a guaranteed cash sum on death.

YOUR COMMITMENT

To pay a monthly payment until your 90th birthday.

RISK

- Your circumstances may change and you may need to stop making payments before your 90th birthday.
- If you stop making payments before your 90th birthday your cover will cease.
- If you live long enough the total payments made will eventually be greater than the amount payable on death.
- If you die from anything other than an accident in the first 2 years then your estate will only receive a refund of the payments you have made.
- The plan does not have a surrender value at any time.
- Do not forget that future inflation would reduce the value of the amounts shown.
- Tax rules may change in the future.

QUESTIONS AND ANSWERS

What is the Over 50 Guaranteed Life Plan provided by St Andrew's Life Assurance?

- It is a whole of life assurance plan developed specifically for customers who are UK residents (excluding the Channel Islands and the Isle of Man) between ages 50 and 75. The plan is designed to provide a fixed cash sum on death. Your estate will not have to pay income tax on the proceeds.
- If you die after two years, your estate will receive the full benefit amount.
- If you die as the result of an accident at any time, the full benefit amount will be paid.
- If you die from other causes (as detailed in the plan conditions) during the first two years, your estate will receive a full refund of all the payments you have made.
- The benefit amount payable is dependent upon your age when your cover goes into effect.

How much life cover will I receive?

- Please refer to the Application Form enclosed for the benefit amounts and payments available at your current age.

Can the plan be cashed in?

- No. The plan only has a value if a valid claim is made. It has no surrender value at any time.

What is the total cost of my plan?

- To work out your total cost: monthly payment x 12 x number of years you expect to hold the plan. So, if you expect to hold the plan for 10 years, total cost would be £20x12x10=£2,400.

How much will any advice cost?

- You have not received any advice on the Over 50 Guaranteed Life Plan, but have made your own decision as to the suitability of this investment for you, on the basis of information given.
- If you take out an Over 50 Guaranteed Life Plan, sales costs will be £290. These costs are included in, and not on top of, the plan charges and expenses included in your payment.

Advice

If you feel you need advice as to whether this plan meets your needs, you could contact an Independent Financial Adviser who may charge for their services. Otherwise if you have any general queries about the Plan, just call our Helpline on 0845 602 4896 (lines are open 8am - 8pm Mon-Fri and 10am - 2pm on Sat).

Queries and Complaints

For further information or if you wish to complain about any aspect of the service you have received, please contact Bank of

Scotland. If your complaint is not dealt with to your satisfaction, you can complain to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR (Telephone 0845 080 1800). Making a complaint will not prejudice your right to take legal proceedings.

Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we can't meet our obligations. This depends on the type of business and the circumstances of the claim. The Over 50 Guaranteed Life Plan is classified as "long-term insurance". The FSCS may arrange to transfer your policy to another insurer, provide a new policy or, if these actions are not possible, pay you compensation of 90% of your claim.

Further information about compensation scheme arrangements is available from the FSCS at: 7th Floor, Lloyds Chambers, Portsoken Street, London E1 8BN. Telephone: 020 7892 7300. www.fscs.org.uk

Cancellation Rights

After your application form is accepted you will receive a notice of your right to cancel. You will then have 30 days in which you can change your mind. To cancel your plan, telephone us on 0845 608 0390 (lines are open 9am - 5.30pm Mon-Fri).

Terminating Your Plan

You may stop your plan at any time by notifying us in writing. Your life cover will stop and since the plan has no cash value you will not be entitled to a refund of any payments made.

Payments

Payments are collected monthly by Direct Debit.

Charges

All of your payments will be used to cover the cost of your life assurance protection and expenses of setting up and maintaining your policy.

Tax

The death benefit may be subject to Inheritance Tax unless you put your plan in trust. If the current basis of taxation were to change then St Andrew's Life Assurance plc reserves the right to alter the benefit solely to reflect this. Tax rules may change in the future.

How To Contact Us Or Make A Claim

You can contact our administration unit at Halifax Financial Services PO Box 966, St Albans AL1 9HX. Telephone 0845 608 0390. You can contact this address to make a claim or end the plan. If you die we will require the sight of the original death certificate and details of who is handling your estate.

Law and Jurisdiction

It is agreed that this plan is governed by English law. If a party wants to take court proceedings, they must do this within the United Kingdom.

Plan Document

This leaflet is a brief guide to the Key Features of the Over 50 Guaranteed Life Plan provided by St Andrew's Life Assurance plc. Full details are contained in the plan document which reflects the legally binding contract between you and St Andrew's Life Assurance plc.

General Information

We guarantee the terms of this offer if you apply before the closing date indicated on your Application Form. If we repeat the offer, we cannot guarantee that the terms will remain unchanged.

Additional Information

We classify you as a retail customer. This classification provides you with the highest level of protection under the FSA regulations. We do not offer the option for you to be treated as any other customer definition. We have a policy that identifies conflicts of interest which may arise and explains how we manage them. The policy aims to ensure that our customers are treated fairly and do not incur any material risk or damage to their interests, and includes: Organisational arrangements to prevent the flow of confidential information; Procedures to prevent the giving or acceptance of inappropriate gifts or hospitality; A requirement to ensure any monetary and non-monetary arrangements between ourselves and any third parties are designed to benefit the customer; Arrangements for identifying and dealing with any conflicts which may arise between the personal interests of our employees and our clients; and Procedures to ensure that our advisers are remunerated in a fair and appropriate manner and that the targets they are set include the quality of their advice.

Further details of our conflicts of interest policy are available on request.

Your Personal Data

Any information you provide may be held by Bank of Scotland plc and your product provider St Andrew's Life Assurance plc. To see how we use your information, please read the privacy statement on our website www.bankofscotland.co.uk or ask for a printed copy of this. Relevant information may also be passed to our agents and service providers. We are now part of the Lloyds Banking Group, which includes us and a number of other brands including Lloyds TSB, Halifax and Bank of Scotland, and their associated companies. More information on the Lloyds Banking Group can be found at www.lloydsbankinggroup.com. Members of the Lloyds Banking Group may use it to inform you by letter, telephone, e-mail, SMS or otherwise about any products and services offered by the group and selected third parties, unless you have asked us not to do so. You may be asked to provide physical forms of identity verification when you open your plan. Alternatively we may search for information from the Electoral Register, obtainable through credit reference agency files, in order to verify your identity. The agency keeps a record of our search, whether or not your application proceeds. Our search is not seen or used by lenders to assess your ability to obtain credit. Members of our group and other companies may use the search records and any other information provided to the agency if you, or members of your household, apply for other products or services including insurance applications and claims. This information may also be used for debt tracing and the prevention of money laundering.

It is important to read all the information on your application. By signing your application, you agree that we can use the information in the ways described.

