



Santander Paymentcare  
Mortgage payment protection insurance  
Policy summary

This is a summary of the policy and does not contain the full terms and conditions of the cover which can be found in the policy. It is important that you read the policy carefully.

### Who are the insurers?

The insurer of this policy is CGU Underwriting Limited.

### What is Santander Paymentcare insurance?

This policy will pay the monthly benefit shown on your schedule in order to meet your mortgage repayments and any regular monthly commitments if you are unable to work because of accident, sickness or unemployment or if you leave work to become a carer for an immediate family member.

To be eligible for this policy you must:

- Be aged 18 or over and under 65;
- Be in paid work of at least 16 hours per week and have been so for the last 6 months;
- Live in the United Kingdom;
- Be paying or about to pay a mortgage provided by Santander UK plc or Alliance & Leicester plc, and;
- Be up to date with your monthly repayments, if you have an existing mortgage agreement.

If you are arranging your mortgage through one of Santander's or Alliance & Leicester's authorised intermediaries, you will only be eligible to apply for this insurance within the first 30 days of the date when your Santander UK plc or Alliance & Leicester plc mortgage completes.

If you are self-employed or work on a fixed term contract you should read the policy document to

make sure it is suitable for your needs – you should pay particular attention to the 'Employment circumstances', 'Unemployment cover' and 'Things to keep in mind when claiming' sections. If you are in temporary work you are not eligible for this insurance.

### 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 live abroad. If this happens or is likely to happen you should contact Santander.

### What are the benefits and features of Santander Paymentcare?

If you are unable to work for more than 28 days in a row:

- We will pay 1/30th of the monthly benefit for each further day you are unable to work, from the 29th day up to your next mortgage agreement repayment date, then;
- The full monthly benefit, at monthly intervals in arrears, for each following month you are unable to work, then;
- At the end of the period you are unable to work, we will pay 1/30th of the monthly benefit for each day you are unable to work from the day after you were last paid benefit to the last day you are unable to work up to a maximum of 12 months in total.

The monthly benefit is at least your minimum monthly mortgage payment, which may include payments for additional loans secured on your home. In addition, the monthly benefit may include an amount to cover premiums on this policy, buildings and contents insurance on your home and associated life assurance policies, as well as other regular monthly commitments.

If you are self-employed you will be entitled to claim for unemployment if 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.

- If you receive payment in lieu of notice, your unemployment claim will start when you have registered as unemployed after the date your notice period ends.
- You will also receive details of our 'Back to Work' service which provides independent confidential advice and guidance to help you return to work.

### What am I not covered for?

The policy excludes some situations. These generally involve anything you already know about or that is caused by illegal or deliberate acts on your part. You need to check the 'Accident or sickness cover', 'Unemployment cover' and 'Carer cover' sections of the policy document for full details of what is and is not covered. The main exclusions are shown here:

We will not cover accident or sickness claims which result from:

- A medical condition, and/or associated symptoms, whether diagnosed or not:
  - which you know about when cover starts or you have seen a doctor about in the 12 months before taking out this policy; and
  - which persists or returns during the first 12 months of your policy.

We will not cover unemployment claims:

- If you know about the unemployment at the start of the policy.

- You are notified of, or which happens, within the first 60 days, if you have an existing mortgage agreement. However, this exclusion does not apply if you have a new mortgage agreement with Santander UK plc or Alliance & Leicester plc and the start date of this policy is within 30 days of the completion of your mortgage.
- If you have resigned, retired, taken voluntary redundancy or been dismissed for misconduct.
- After the end of a fixed term contract unless:
  - you have either been employed by the same firm for at least 24 months; or
  - you are on a contract of at least 12 months which has been renewed at least once with the same employer; or
  - you were originally employed on a permanent basis but were transferred to a fixed term contract by the same employer without a break in employment.

**Note:** You will need to register for a Jobseeker's Agreement in order to be able to make an unemployment claim.

We will not cover carer claims:

- Unless you are in receipt of (or awaiting) Carer's Allowance;
- If you know that a member of your immediate family would require a carer at the start date of the policy; or
- If you apply for Carer's Allowance or are notified of receipt of Carer's Allowance within the first 60 days, if you have an existing mortgage agreement. However this exclusion does not apply if you have a new mortgage agreement with Santander UK plc or Alliance & Leicester plc and the start date of this policy is within 30 days of the completion of your mortgage.

## **Changes we can make to premium, policy cover and/or terms and conditions**

We can, at any time and after taking a fair and reasonable view, make changes to your premium, policy cover and/or terms and conditions of insurance to reflect:

- Changes in our expectation of the future cost of providing cover; and/or
- Changes in the law, regulation or taxation that affect us or your policy.

Changes will be notified to you in writing at least 30 days in advance. Where we give notice of any proposed changes you have the right to cancel your policy with immediate effect. (Please see the 'Changes we can make to premium, policy cover and/or terms and conditions' section of the policy wording for more information.)

## **How long does my Santander Paymentcare insurance run for?**

Unless this policy is cancelled earlier by you or us your cover will continue as long as you have a mortgage agreement and you continue to pay your monthly premium on time but it will end when you reach 65, when you no longer have your mortgage agreement or you retire from work and do not intend to actively seek further work. The policy is designed to cover your minimum monthly mortgage repayment. If your monthly repayments, and any mortgage related insurance premiums that you wish to include, change, you should review your monthly benefit to ensure that they are adequately covered.

There are certain circumstances in which we can cancel your policy, for example:

- Where we can offer you an equivalent alternative product we will give you at least 30 days' notice.
- Where we are unable to offer you an equivalent alternative product we will give you at least 90 days' notice.
- If you breach the terms of your policy we can cancel your policy immediately.

In the event that we cancel your policy we will send you notice in writing.

For the full list of circumstances in which we may cancel your policy and details of notice periods, please see the 'When does your policy end' section.

## **What happens if I take out cover and then change my mind?**

This insurance is optional and you have the right to cancel your policy during a period of 30 days from the day of purchase of the policy or the day on which you receive your policy, whichever is the later. If you cancel within this period you will receive a full refund of any premiums paid.

You may cancel this policy immediately at any time after this period.

## **How do I make a claim?**

To obtain a claim form, please call the Santander customer helpline on:



**0800 068 4489**

between 8.30am to 6pm Monday to Friday

### How do I make a complaint?

We hope that you will be very happy with the service we provide. However if for any reason you are unhappy with it, we would like to hear from you.

Complaints relating to how your policy was sold or set up should be referred in the first instance to the department, adviser or intermediary who sold you the policy.

If you wish to complain about the service you have received from Santander, in the first instance please contact:



**Customer Service Centre**  
**Santander Paymentcare**  
PO Box 230  
Borehamwood  
WD6 2ZX



**020 8207 9094**

Lines are open from 8.30am to 5.30pm Monday to Friday.

We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may then be entitled to refer it to this independent body. Following the complaints procedure does not affect your right to take legal action. Full details of our complaints procedure can be found in the 'Promise of service' section of the policy.

### Would I receive compensation if Aviva were unable to meet its liabilities?

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations, depending on the type of insurance and circumstances of your claim.

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille, audio tape and PC disk. If you would like to register to receive correspondence in an alternative format please give us a call and ask for a 'Preferred Communication Request' form.

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