

Real Life Cover Customer Brochure



Protecting you and your family
against the things real life can
throw at us

Welcome to Real Life Cover

None of us want our family to be left struggling with mortgage payments and household bills if we die. That's why we take out life insurance. But during our working lives, we're much more likely to be incapacitated and off work than we are to die. Between the ages of 30 and 65, only 1 in 20 of us will die, but 1 in 7 of us will be off work for six months or more. Two thirds of us will still be off work five years later*. Life insurance won't help us then.

Income protection and critical illness cover would help. But few people take them out. They may be worried it's too complicated or that their insurer won't pay out when they really need it. For many, the leap in price from life insurance to this kind of cover is just too great.

Real Life Cover is different. It gives you life insurance, income protection and limited critical illness cover in one plan. You can even add unemployment cover if you want. But we've made it simple and easy to set up with only a few choices to make.

We'll tell you up front exactly what you're covered for - and what you're not. Because we only cover you for the things that are most likely to stop you earning a living or taking care of your family and limit the amount we pay, you pay less than you would if you bought life insurance with comprehensive critical illness cover and income protection.

***Source: Fortis mortality and morbidity expectations, derived from UK actuarial data.**



“When I brought my baby son home from hospital for the first time, I realised I was driving at 15 miles an hour. It's scary when you first feel responsible for someone.”

How Real Life Cover works

- Life Cover pays the sum assured if you die during the term of the plan.
- The Living Fund pays for all Income Protection, Critical Illness, Recuperation or Child & Partner Carer's Cover claims during the term of the plan up to the overall amount of the sum assured.

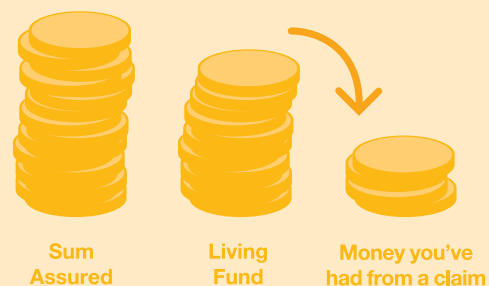
You decide how much Life Cover you want. This is called the sum assured: it's the amount we would pay to your family if you died or were diagnosed with a terminal illness. We then set up a fund of the same value. This is called your Living Fund. You also decide how long you want the cover for.



You decide whether you want your sum assured to stay the same for the term of your cover or to increase by 5% each year. Increasing it would help to protect your cover against the effect of inflation. If you choose to increase it, your Living Fund will go up by the same amount. Your premiums will also go up to pay for the extra cover.

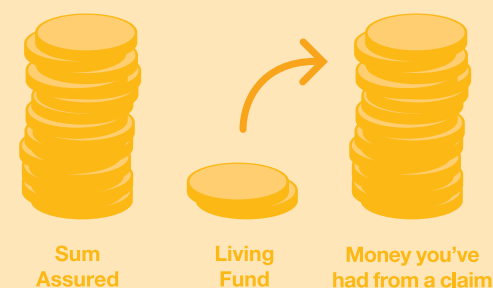


If you make a claim for Income Protection, Critical Illness Cover, Child & Partner Carer's Cover or Recuperation any money we pay you comes from your Living Fund.



As long as there is money left in the Living Fund you can make as many Income Protection claims as you need to. You can make one claim for each of the three critical illnesses we cover and one claim for Child & Partner Carer's Cover.

Your Life Cover isn't affected by any of these claims. We'll still pay the full sum assured if you die or are diagnosed with a terminal illness during the term of the plan.



More about Real Life Cover

What you get if...

...you have to stop work because you become incapacitated

You get 1% of your current sum assured every month. This money comes from your Living Fund. We call this **Income Protection**. So if you had £150,000 worth of cover, you'd get £1,500 a month. If this payment would mean that your total income, excluding State Benefits, was more than half of what it was before you had to stop work, we would reduce what we pay you accordingly.

How we define incapacitated and what we take into account when we're working out your income is explained in the Real Life Cover Plan Details.

...you become incapacitated but you're not in paid work

You get 1% of your current sum assured every month up to a maximum monthly payment of £1,667. This money comes from your Living Fund. We call this **Income Protection**. So if you had £150,000 worth of cover you'd get £1,500 a month.

How we define incapacitated is explained in the Real Life Cover Plan Details.

...you are diagnosed with cancer - excluding less advanced cases, or as having had a heart attack - of specified severity or a stroke - resulting in permanent symptoms

You get 12% of your current sum assured as a lump sum. This money comes from your Living Fund. We call this **Critical Illness Cover**. With £150,000 worth of cover, you'd get a lump sum of £18,000. The conditions we cover account for 80% of all Critical Illness claims*. You can make one claim for each of them. Our definitions of these conditions are the ones recommended by the Association of British Insurers or ones that give you more cover.

How we define these conditions is explained in the Real Life Cover Plan Details. You can get more information about definitions of critical illnesses from the Association of British Insurers website at www.abi.org.uk

...you need to give up work to provide full-time care for your child or partner who has become incapacitated

You get 12% of the current sum assured as a lump sum. This money comes from your Living Fund. We call this **Child & Partner Carer's Cover**. So if you had £150,000 worth of cover, you'd get £18,000.

How we define incapacitated is explained in the Real Life Cover Plan Details.

...you need help getting better.

If we think you have a valid claim for Income Protection and treatments like physiotherapy or counselling might help you get back to work, Real Life Cover can give you up to 3% of your sum assured to pay for them. This money comes from your Living Fund. We call this **Recuperation Cover**. With £150,000 worth of cover you could get up to £4,500 to pay for treatments.

“When Dad had his heart attack, there were five of us to help Mum – all of us earning a living. But it made me think. If anything happened to me, how would my family cope?”

How Real Life Cover compares to life insurance

Here's how differently things might turn out for someone who has Real Life Cover instead of just life insurance. Please remember this compares the benefits, not the cost. To see how the cost of Real Life Cover compares to ordinary life insurance please talk to your financial adviser.

John's story

	John takes out £250,000 of Real Life Cover or ordinary life insurance	At 42 John develops cancer	He has to take 8 months off work to recover	John has a car accident and has to take time off work	John's doctor recommends specialist physiotherapy	John has a severe stroke	Since his stroke John has been unable to work	John dies
Real Life Cover	John has £250,000 of life cover and a £250,000 Living Fund	His Living Fund pays him a lump sum of £30,000 - 12% of his sum assured	After 2 months off work his Living Fund pays him £2,500 a month - 1% of his sum assured. We pay his premiums until he returns to work	After 2 months his Living Fund pays him £2,500 a month - 1% of his sum assured. He gets this for 7 months. We pay his premiums until he returns to work	His Living Fund pays £2,500 for physio. He could have had up to £7,500 - 3% of his sum assured. He's back to work in 3 months	His Living Fund pays him a lump sum of £30,000 - 12% of his sum assured	After 2 months, his Living Fund starts paying him £2,500 a month. There is £155,000 in his Fund, enough for 5 years and 2 months of payments	Even though his Living Fund had run out, we continued to pay his premiums - so we pay his family £250,000 life insurance
Ordinary life insurance	John has £250,000 of life cover	He can't claim anything	John can't claim anything and needs to keep paying his premiums	He can't claim anything and still needs to pay his premiums	John has to wait for physiotherapy. So it's 6 months until he's back to work	He can't claim anything	John can't claim anything and still has to pay his premiums	His insurer pays his family £250,000

With Real Life Cover John and his family have received £500,000 plus 75 months of us paying his premiums
 With ordinary life insurance John's family have received £250,000

Optional cover

If you want extra cover, in case you are made redundant or have to stop work to care for a parent or parent-in-law, you can add **Optional Unemployment and Extended Carer's Cover** to your Real Life Cover.

What you get if...

... you're made unemployed through no fault of your own, or you have to stop work to care for a parent or parent-in-law who is incapacitated.

If you have added Optional Unemployment and Extended Carer's Cover, you get 1% of your sum assured every month for up to a year. Unlike other payments we make under Real Life Cover, this money does not come from your Living Fund. With £150,000 worth of cover, that's £1,500 every month. If this payment would mean that your total income, excluding State Benefits, was more than half of what it was before you had to stop work, we would reduce what we pay you accordingly.

How we define incapacitated and what we take into account when we're working out your income is explained in the Real Life Cover Plan Details.

“ I never used to mind where I lived. But as I get older it does matter. I want to live in a nice house and have nice things and that means stretching things a bit. But I want to make sure that there's something there to catch me if things go wrong. ”



Every six seconds someone takes out insurance with Fortis

Real Life Cover is provided by Fortis Life UK Limited. We specialise in protection insurance - things like life insurance, critical illness cover and income protection. We're part of Fortis, one of the top ten insurers in Europe and the UK's General Insurer Of The Year 2007*.

*British Insurance Awards, 2007



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cost no more than 5p per minute from a
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Registered in England and Wales
Number 6367921.

Fortis Life UK Limited is authorised and
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Authority. The registration number is
473752.

RLC 0009 07/2008