

| Retirement | Investments | **Insurance** |



Income Protection Cover

Create a financial cushion for you
and your loved ones



You're safe in the hands of Aviva



Contents

What is income protection?	4
How much do I need?	5
How does income protection work?	6
Choose an income protection plan to suit you	9
Protect Plus – Automatic extra benefits	11
Key product features	15
Contact Us	18



You're in safe hands with Aviva

At Aviva, we provide 33 million customers* around the world with insurance, savings and investment products. We're a leading insurer in Ireland and part of the Aviva group, which operates across 16 markets in Europe, Asia and Canada.

We combine strong life insurance, general insurance and asset management business under one powerful brand.

We also have a clear set of values, which guides everything we do. We aim to put customers first and care passionately about their needs, work to challenge the status quo and put things right. This approach means we'll be here for our customers and our communities today, tomorrow and for many years to come.

**Source: aviva.com, March 2019.*



What is Income Protection?

In simple terms, income protection is a way of making sure you and your family have a financial cushion if you need it.

Like most people, you probably insure your home and your car against the unexpected. If you have a pet, you probably insure that too.

But what about your income?

When life is going well, it's easy to take money for granted. It pays the bills and lets you take care of your family, enjoy your home, car, hobbies, and holidays. Your income is essential to your quality of life.

What if you were to have an accident or long-term illness that prevents you from earning a living?

That's where income protection comes in. It gives you an alternative income while you're unable to work.

It's different to health insurance – it's insurance for daily living. When illness or injury leaves you unable to work, income protection gives you financial security. It means you can keep on top of the bills that matter: mortgage payments, car loans, food bills, rent and more.

How much do I need?

To work out how much income protection you need, you should ask yourself these questions about what would happen if you're unable to work due to illness or injury:

Think about your income...

Are you an employee or company director?	Check what – if any – sick pay arrangements your employer has in place for you.
Are you self-employed?	Your business may continue to generate income in the short term, but there will be an impact in the long term.
Will you get state benefits?	You may be entitled to the State Illness Benefit for a limited period. As of March 2019, that's €203 a week but how far will that stretch?
Do you have savings and investments?	If you have a nest egg tucked away, you may be able to rely on that for a while. But how long will it last?

Think about your outgoings...

Your home	How will you continue to pay your mortgage or rent?
Bills and loans	You'll still have to pay bills like gas, electricity, food, loan repayments and so on.
Your lifestyle	You may have costs like school fees, holidays or entertainment you've already committed to. Will you be able to reduce these costs at all?
Unexpected costs	If you're unable to work, you may find yourself facing extra costs like larger heating bills, higher phone bills and medical or transport costs.

How does income protection work?

If you can't work because of illness or injury, your income protection plan gives you a replacement income until:

- you return to work, or
- your chosen retirement date if you're not fit to return to work before then.

At Aviva, we offer a range of options to let you create a plan that fits with your lifestyle. As your circumstances change, you can adjust your plan to match your life.



Five steps to creating your own income protection plan

1

Choose how much of your income you want to protect

You can cover up to 75% of your earnings (excluding Benefit In Kinds) less State Illness Benefit up to an overall maximum of €262,500 a year/€5,048 a week.

2

Choose when you want your payments to start

There is an initial waiting period – we call it the deferred period – at the start of your claim. This is how long it will be before we start paying your income. You can choose how long this is: 1, 2, 3, 6 or 12 months (4, 8, 13, 26 or 52 weeks).

3

Choose the type of premiums you want to pay

You can choose from two types of premiums:

- Guaranteed premiums – the amount you pay doesn't change as long as your benefits stay the same.
- Reviewable premiums – your premiums stay the same for the first five years of your plan. We review your premium on the fifth anniversary and could increase it, reduce it or keep it the same.

4

Choose when your plan will end

This is the age at which your plan finishes – we call it the ceasing age. You can pick any age between 55 and 70 years.

5

Choose whether to keep your premium the same or regularly increase it

You can keep the same premium and same income throughout your plan

- Or increase both your premium and your benefit each year by selecting our indexation option.
- We also offer an escalation option which allows your benefit to increase by 3% each year while we're paying your claim.

Will you be able to pay your mortgage or rent?

Will you be able to pay your household bills?

Will you be able to keep up your current lifestyle?

What essential expenses do you have and what could you do without?



Choose an income protection plan to suit you

We have three plans for you to choose from. If you'd like to talk these through with someone, a financial broker can discuss all your options and help you make the right decision for you. There is no need to do this on your own.

	Personal Income Protection	Executive Income Protection	Wage Protector
Who may it be suitable for?	Self-employed people Employed people setting up a policy independently of their employer.	Employers who want to provide income security for key employees	Most suitable for more manual occupations. Lower cost alternative to full Income Protection
How does it work?	We'll pay your income directly to you, after tax, USC and any other relevant deductions.	We'll pay the income to the employer, who passes it onto the employee through salary, making any relevant deductions	Income is paid directly to you and you'll get tax relief at your marginal rate on premiums paid
What do you need to know?	You can get tax relief at your marginal rate on premiums paid.	Premiums qualify as business expenses that can be offset against corporation tax. Pension contributions can also be covered under this plan.	Offers full benefits for 24 months after which time the claim will only continue if medical tests show you're severely disabled and unable to work. Only reviewable premiums are available on this plan.

Optional benefits

You can add other benefits to your plan, but you must choose them at the start of your plan.

Pension Premium Protection (Executive Income Protection only)

- This applies only to pension premiums paid by the employer for the employee.
- It has certain salary and benefit limits.



Protect Plus – automatic extra benefits

At Aviva, we believe that income protection goes beyond helping you with financial protection.

That's why we include a number of benefits on your plan at no extra cost. These benefits are available as long as your plan lasts. So, no matter what life throws at you, you get a little help along the way.

Guaranteed increase Option	<ul style="list-style-type: none"> This lets you increase your income benefit by 20% of your original amount without giving us new evidence of your health. We'll offer you this every three years – up to five times – over the life of your plan, allowing a total increase of 100%
Hospital cash benefit	<ul style="list-style-type: none"> We pay a daily replacement income if you're in hospital for more than seven days during your deferred period.
Waiver of premium	<ul style="list-style-type: none"> You won't pay any premiums while we're paying you an income, but your plan will carry on as normal. This means if you return to work and need to claim again, you can.
Partial benefit	<ul style="list-style-type: none"> If you return to work full or part time – either in your old job or a new one – and you're earning less than you were before, you may be able to get an income from partial benefit.
Relapse benefit	<ul style="list-style-type: none"> We'll restart your claim immediately if you relapse with the same illness within six months of returning to work. If this happens, you won't have another deferred period before we start paying your income.
Rehabilitation benefit	<ul style="list-style-type: none"> This gives you tailored rehabilitation and exercise programmes if you need it or it's appropriate for the type of injury you've suffered. This can help increase the level of strength and functioning of the injured area. The objective is to help you carry on your normal everyday activities as much as possible.
Overseas Benefit	<ul style="list-style-type: none"> Once the policy is in force the client can live anywhere in the world however if a claim arises while the client is living outside the European Union and or Western Europe (Channel Islands, Gibraltar, Iceland, Isle of Man, Liechtenstein, Monaco, Norway, San Marino, Switzerland and the United Kingdom) it will be only paid for 13 weeks.
Occupation change (Personal Income Protection and Wage Protector only)	<ul style="list-style-type: none"> Your plan will continue if you change jobs, regardless of what you'll be doing in your new job. Your plan will also continue if you're made redundant. You won't be able to claim while you're looking for a new job, but you won't have to reapply for cover when you're employed again.
Continuation Option (Executive Income Protection only)	<ul style="list-style-type: none"> If you leave service within the term of your plan you will have the option to continue it in your own name without any medical underwriting. The new plan will be issued at the prevailing rates at the time of its issue and is subject to the terms and conditions in the policy conditions.
Transitional cover (Wage Protector only)	<ul style="list-style-type: none"> Starting after your chosen deferred period, this pays you a replacement income if you're unable to do your own job for 24 months. It gives you the chance to get back on your feet or prepare for an alternative job. Depending on the circumstances, after 24 months, you may be entitled to our full disability cover.
Disability cover (Wage Protector only)	<ul style="list-style-type: none"> This applies if you're unable to return to work due to significant illness or injury and you lose earnings because of it. You must pass our functional assessment test to qualify for this cover. This is a simple, easy-to-understand set of physical and mental ability tests.

And you also get benefits exclusive to Aviva...

An added benefit of a protection policy from Aviva, is access to Best Doctors Second Medical Opinion®. Best Doctors provides you with access to over 50,000 of the world's top physicians.

Best Doctors® Second Medical Opinion

Medical expertise and support

If you or a member of your family is diagnosed with a serious illness, you'll have questions.

- **What happens now?**
- **What are the treatment options?**
- **Is the diagnosis correct?**

At Aviva we understand that you need answers. That's why we give you access to the Best Doctors Second Medical Opinion services as part of your protection policy. At no extra charge and right from your first day of cover.

You can use this service for any condition affecting your quality of life. It can also be used for conditions diagnosed before taking out your cover with Aviva.

 Best Doctors®

Member
Care Centre

1800 882 342



How would Best Doctors help me?

Best Doctors can:

- Double-check the diagnosis you have been given or the treatment being proposed for you.
- Investigate if there are any alternative treatment options.
- Review your options if your symptoms haven't been improving.

Who can access the service?

This service is available to:

- You
- Your spouse or partner
- Your children up to age 18 (or 23 if in full-time education),
- PLUS your parents and your spouse/partner's parents.

How does it work?

Call the **Member Care Centre on 1800 882 342** at any time of the day or night, seven days a week.

A dedicated Case Manager will be assigned to you who will guide you through the whole process including supporting you to gather the relevant medical documentation and discussing the meaning of your report.



Aviva Family Care

Everyone is facing new challenges

When life brings new and unexpected changes, it's normal to feel anxious, stressed or down. Whatever your challenge, you're not alone. Our professional team of Psychologists are here if you're:

- **Struggling with a bereavement**
- **Overwhelmed, stressed or anxious**
- **Feeling down, depressed or lonely**
- **Need help managing the emotional impact of life events**
- **Developing coping and behavioural skills**

To help with these, Aviva Family Care gives you access to a wide variety of specialised forms of therapy, including counselling and Cognitive Behavioural Therapy.



Who can access Aviva Family Care?

- You
- Your spouse or partner
- Your children up to 18 (23 in full time education)

Patients under 18 years of age are supported with a single assessment session during which they will benefit from a formal diagnosis. At the end of the consultation, practitioner Psychologists will make recommendations and support the patient as well as their carer/guardian/parent, to access specialised services.

How do I contact Aviva Family Care?

Call the confidential Mental Health services phone line on **1800 816 560** at any time of the day or night, seven days a week.

A customer service agent will note your details and make an appointment for you with one of our team of Psychologists.

The Mental Health service is delivered by Clinical, Counselling and Health Psychologists registered with the Irish Psychological Society.



Aviva Life & Pensions Ireland does not guarantee the on-going availability of the Best Doctors - Second Medical Opinion benefit to its policyholders or the Aviva Family Care Benefit (Mental Health Support) and may, at its sole discretion, withdraw access to the service at a month's notice. If we withdraw it, we'll write to notify policyholders at least 31 days in advance of its removal.

Teladoc Health (who provide the Best Doctors and Aviva Family Care Benefit) is not a regulated financial service.

Our claims experience

At Aviva, we pride ourselves on our sensitive and personal approach to claims management. We make sure we pay valid claims as promptly as possible, as well as offering a range of rehabilitation services and resources.

When managing claims, we apply several principles and procedures to make sure our process is fast, efficient and fair for everyone. These include:

- **personal handling of every claim from the first moment of contact**
- **encouraging you to tell us about a claim as soon as possible, so we can make quick decisions**
- **making sure you thoroughly understand your policy benefits and our claims process**
- **resolving any disputes professionally and fairly through our dispute procedures and our participation in the Statutory Ombudsman Scheme.**

Because our claims assessors have extensive experience in listening to claimants' questions and issues, we involve them in the design of our products. This means we should meet your expectations both for the cover we offer and the service we give you if you need to claim. It all helps ease the worry and stress of what can be a very difficult time for you.

We all know that when you're ill, even simple things can seem difficult. Our Health Claims team are on hand to help you fill in the application form and explain our claims procedure in more detail. Once we receive your claim form, we'll assign a claims assessor to look at and manage your claim from start to finish.

Our rehabilitation programmes

We have a range of innovative services designed to help you successfully return to work. These include:

Specialist treatment options

You'll meet with qualified nurses to discuss your condition and explore if there are any treatment options we can offer which may help you recover.

You'll also have access to specialist doctors and rehabilitation providers. If appropriate, they can work with your own doctors to develop a tailored treatment programme.

Tailored rehabilitation programmes

We can help you design tailored rehabilitation and exercise programmes if needed or appropriate to the type of injury you've suffered. This increases the level of strength and functioning of the injured area.

The objective is to help you carry on with your normal everyday activities as much as possible.

Career change programme

If you're unable to return to your previous employment, we can help you go back to work in a different job.

You can meet with specialised career consultants to explore your options and develop your career in another area.

Plus, if you return to work but within six months you find you're no longer able to continue working due to the same illness or disability, we'll restart your claim. You won't have to wait for your claim as you did for the initial claim. We will ask for medical evidence to support your ongoing claim.

How to contact us

If you find you need to talk to someone in our claims team, please call our helpline on **1890 882 019**.

Key Product Information

Plan limits

Certain limits apply to each of our plans as outlined below.

Personal Income Protection and Wage Protector

Premium & Benefit Limits

Minimum Premium	Monthly	€10
	Annually	€120
Minimum Benefit	Weekly	€100
Maximum Benefit	For all occupations, the maximum benefit allowed is 75% of €350,000 per annum earned income (excluding any BIK's), less any social welfare entitlements, with a total maximum benefit level of € 262,500 per annum Policy is allowed to index over the maximum benefit.	

Age and Term Limits

	Age next birthday at entry	Age next birthday at cessation	Term
Minimum	19	55	5 years
Maximum	60	70	
Ceasing age	Your client can choose any ceasing age between 55 and 70 allowing it to coincide with selected retirement age.		

Executive Income Protection

Premium & Benefit Limits

Minimum Premium	Monthly	€10
	Annually	€120
Minimum Benefit	Monthly	€433
	Annually	€5,200
Maximum Benefit	For all occupations, the maximum benefit allowed is 75% of €350,000 per annum earned income (excluding any BIK's), less any social welfare entitlements, with a total maximum benefit level of € 262,500 per annum Policy is allowed to index over the maximum benefit.	
Maximum Pension Contribution Benefit	33% of salary or €50,000 whichever is lower and is also subject to the overall maximum of €262,500 per year benefit.	

Age and Term Limits

	Age next birthday at entry	Age next birthday at cessation	Term
Minimum	19	55	5 years
Maximum	60	70	
Ceasing age	You can choose any ceasing age between 55 and 70 allowing it to coincide with selected retirement age.		

Medical Evidence & Occupations

At the heart of an income protection policy is the definition of disability – put simply, your inability to work because of illness or injury.

The own occupation definition of disability means that you are unable to carry out the essential duties of your normal job, and that you are not doing any other paid work. Essential duties are those duties that cannot be reasonably omitted without preventing you from carrying out your normal occupation. We place occupations into four different categories or “classes” and each of these categories have different premium rates. You should consult your Financial Broker regarding these categories.

When you apply for an income protection policy with Aviva, we will assess your details including your occupation, medical history and any dangerous sports or pastimes that you undertake. You or your GP may be asked to provide information on any past or current medical conditions. We reserve the right to decline cover on any application.

Wide choice of deferred payment periods

A deferred period is the amount of time that you must wait before your policy pays a benefit. At the start of your policy you decide when you want your claim payments to commence. So if your employer pays you for six months while you are ill, you can have your benefits start when this period runs out. Personal and Executive Income Protection from Aviva can be deferred for 4, 8, 13, 26 or 52 weeks. Wage Protector offers deferred periods of 4, 8, 13 or 26 weeks. The shorter your deferred period, the higher your premium will be.

What if I move abroad?

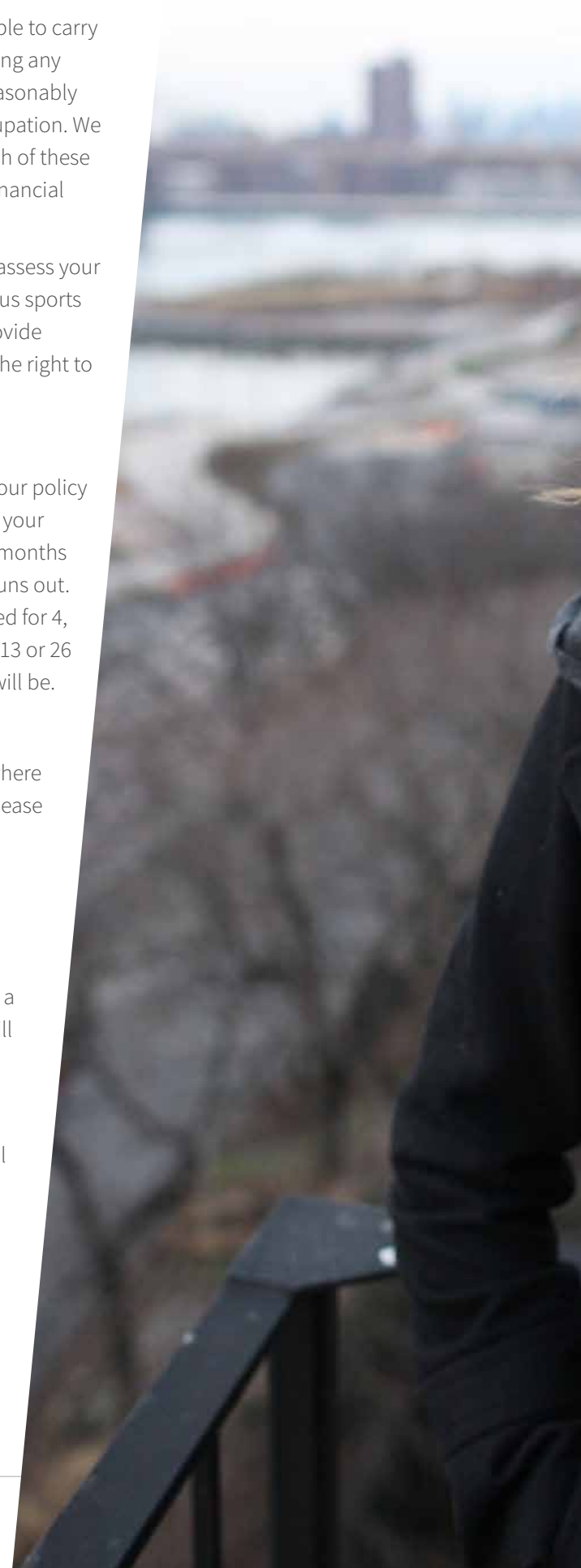
Your policy is valid worldwide. However, there are some countries where we will only pay benefit for up to 13 weeks while you reside there. Please refer to the policy conditions for a complete list of these countries.

Claims notifications for deferred periods

You should inform us as soon as possible when you want to make a claim. The policy conditions outline when you should send in your claim form, depending on your deferred period. Late notification of a claim will result in your deferred period commencing later, which will ultimately delay any payment of a claim.

General exclusions that apply to the policy

No benefit will be payable if disability arises as a result of intentional self-injury, due to the influence of alcohol or drugs or as a result of participation in a criminal act. Benefit already in payment will cease after 13 weeks of the insured commencing to reside outside the Territorial Limits of the policy. The term ‘Territorial Limits’ means the European Union, Western Europe (Andorra, Channel Islands, Gibraltar, Iceland, Isle of Man, Liechtenstein, Monaco, Norway, San Marino, Switzerland and the United Kingdom).





Maximum Benefit

You can cover up to 75% of your annual earnings, to a maximum of €262,500 before indexation, if applicable, which should allow you peace of mind if you are unable to work due to illness or injury. But you needn't cover this much if cost is an issue. Remember, when it comes to protecting your income, a little goes a long way. Please note that your benefit will be subject to Financial Evidence at time of claim.

Awaiting medical results

If you are awaiting the results of medical tests, investigations, referrals or an operation, cover is likely to be postponed until these have been carried out and you return to your normal full time occupation. However you should contact your Financial Broker if the impending surgery, referral, tests or investigation is trivial as cover may still be available. This is also the case if you are currently off work, for any reason.

Premium payments

Premiums are collected monthly by direct debit. All premiums should be paid promptly – although we will allow up to 30 days of grace to cover the late payment of a premium. If a premium is delayed any longer, the plan will lapse and your cover will stop.

No cash-in value

Your income protection plan does not acquire a cash-in value. So, at the end of your chosen term – or, if you stop paying the premiums earlier – your cover will stop and no payment will be made.

Reinstatement

If your income protection plan lapses due to non-payment of premiums, you may reinstate it at any time within the following 6 months. This reinstatement will be subject to you providing us with satisfactory evidence of your ongoing good health – and paying all the outstanding premiums.

Other Exclusions & Restrictions

Some additional exclusions and restrictions may apply to this plan and both the automatic and optional benefits attached to it. These are outlined in detail in your Policy Conditions.

Key Contacts

If you have any questions about your Income Protection policy, you should contact your Financial Broker or our customer service team:

In writing

Customer Experience Department,
Aviva Life & Pensions Ireland,
One Park Place, Hatch Street, Dublin 2.

By phone

1890 64 64 64

By email

csc@aviva.com

Web

www.aviva.ie

To enable Aviva to assess the quality and consistency of its customer service, phone calls to and from our office may be recorded for training and verification purposes.

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A commitment to quality service

Aviva Life & Pensions Ireland is committed to providing the highest possible standards of customer service. However, if you are ever unhappy with any aspect of our service, do please let us know. We take all complaints very seriously and will aim to put things right as quickly as possible.

If you wish to complain about any aspect of the service you have received, please contact, Aviva Life & Pensions Ireland, One Park Place, Hatch Street, Dublin 2. If your complaint is not dealt with to your satisfaction, you may complain to:

Financial Services and Pensions Ombudsman

Address: 3rd Floor, Lincoln House,
Lincoln Place, Dublin 2

Lo-call: +353 1 5677000

E-mail: info@fspo.ie

Website: www.fspo.ie

Full details of the remit of the Financial Services and Pensions Ombudsman can be obtained directly from their office.

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