



Term Life Cover  
Summary Information Document

# ESMI Protect Life Cover

## Summary Information Document



**This policy summary does not contain the full terms and conditions of the ESMI Life Cover policy; these can be found in the policy document.**

### Who is the insurer?

Life Cover is underwritten 100% by Isle of Man Assurance Limited, a company based in the Isle of Man and authorised and regulated by the Isle of Man Financial Services Authority.

### Can I take out this cover?

This is a five year renewable life term policy. To be eligible for the cover on the start date you and your family members must:

1. Be living permanently and lawfully live in the UK.
2. Be 18 or over and under 55 years of age; and
3. Policy can be renewed up to the age of 68. The Life cover benefit will be reduced to 50% of the benefit following the renewal age of 56 and stops following the renewal of 68.

You may also include your partner and/or children, subject to the relevant premium being paid, if applicable.

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

You may cancel the policy by writing to ESMI 30 Dukes Place, London EC3A 7LP within 30 days of the start date or the day you receive your documents if is later, provided no benefit has been paid and receive a full refund of any premiums paid.

You may then cancel the policy at any time and we will work out any refund of premium on a pro rata basis for the unused period of insurance (administration fees are non-refundable).

### What cover does the policy provide?

The Life Cover provides a guaranteed cash sum up to a maximum of £100,000 if you die during the term of cover. Please see your schedule of insurance for confirmation of your benefit amount

*Full details are shown under section "Term Life Cover – Cover Provided" of your policy document*

### Are there any limitations on the benefits and what am I NOT covered for under the policy?

There is an exclusion for any claim that arises out of any medical condition that existed (including treatment, monitoring, referral, consultations or whilst undergoing tests) in the 3-year period prior to the start date of your policy. This exclusion will not apply if you remain symptom free and do not need to seek treatment or medical advice for a continuous period of 24 months after the start date of your policy.

The following are some of the key exclusions however you can see the full details of the exclusions under 'Exclusions' in the Life Cover section of the policy wording.

We will not pay a death claim as a direct or indirect result or consequence of:

- A pre-existing condition
- Deliberately self-inflicted injury (unless you are trying to save someone's life) or an attempt at suicide.
- Taking alcohol or drugs, unless a doctor has told you to do so (but not for treating drug addiction).
- Nuclear contamination, biological contamination or chemical contamination, war (whether declared or not), act of foreign enemy, invasion, civil war, riot, rebellion, insurrection, revolution, overthrow of a legally constituted government, explosions of war weapons or any event similar to one of those listed.

Please note, for clarity: We will pay the Life Cover benefit if death is as a result of a terrorist act providing that terrorist act does not result in nuclear, biological or chemical contamination.

### How long does the policy run for?

This policy lasts for a period of 5 years from the start date and is reviewable\* every 5 years. The premium rate you are charged at the start of your plan is guaranteed by the life insurer not to change for 5 years.

Your cover will end when the first of the following happens:

- you die;
- your policy is due for renewal after you reach the age of 68;
- you stop permanently residing in the UK;
- you or we cancel this policy as shown in the policy document; or
- you stop paying your premium, whichever is earlier

\*Reviewable means that the terms and conditions can be changed after the first 5 years of cover and the rate can also be changed. There is no guarantee that cover will continue to be provided as the insurer has the right to terminate the policy under 'Our right to cancel' on page 6 of the policy document. If the insurer decides to change the Terms and Conditions or not to provide you with a new policy this will be because of changes to all policies or the product has been withdrawn. No changes or withdrawal of the policy will be as a result your own personal circumstances. Any changes or withdrawal will be communicated to you at the contact details we have been provided for you at least 90 days prior to any change or withdrawal.

# ESMI Protect Life Cover

## Summary Information Document

### How do I claim?

If you need to make a claim, please write to us at:

Compass Underwriting Ltd.  
30 Dukes Place,  
London EC3A 7LP

(Or you can phone the claims department directly at 0800 032 7775 or go [www.getesmi.co.uk](http://www.getesmi.co.uk) to get a claim form.)

### How do I make a complaint?

We always try to provide an excellent standard of service. But if you wish to complain it is important you know we are committed to providing you with an exceptional level of service and customer care. We realise that things can go wrong and there may be times when you feel that we have not provided the service you expected. When this happens, we want to hear about it so that we can try to put things right.

### Who to contact?

So that your complaint is dealt with as quickly and efficiently as possible, you will need to make sure that:

- you are talking to the right person; and
- you are giving them the right information.

### When you contact us

- Please give your name and phone number.
- Please give your policy or claim number and the type of policy you hold.
- Please explain the reason for your complaint clearly and briefly.

### Step one – making your complaint

For complaints relating to your policy or benefits please contact, The Customer Service Manager,

Compass Underwriting Limited  
30 Dukes Place,  
London EC3A 7LP

Tel: 0800 032 7775 or via their land line on +44 (0) 20 7398 0100 (please note that calls are recorded)

Email: [complaints@compassuw.co.uk](mailto:complaints@compassuw.co.uk)

If you want to provide written details, we have prepared the following checklist for you to use when writing your letter.

- Write 'Complaint' at the top of your letter.
- Give your full name, postcode and phone numbers.
- Include the type of policy and your policy or claim number.
- Explain clearly and briefly the reasons for your complaint.

You should send the letter to the person dealing with your complaint along with any other material that is needed.

We expect to sort out most complaints quickly and satisfactorily at this stage. At any stage, you can also contact us at: -

Complaints  
Isle of Man Assurance (IOMA) IOMA House  
Hope Street  
Douglas  
Isle of Man  
IM1 1AP

### Step two

#### Compass Underwriting Limited

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than £2 million and fewer than ten staff. You may contact the Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: if calling from a landline 0800 023 4567 or if calling from a mobile 0300 123 9123. Fax: 020 7964 1001.

Email: [complaint.info@financialombudsman.org.uk](mailto:complaint.info@financialombudsman.org.uk)

# ESMI Protect Life Cover

## Summary Information Document

### Isle of Man Assurance Limited

At any stage, you may have the right to contact the Financial Services Ombudsman who can review complaints from 'eligible complainants' which includes private individuals, sole traders and partnerships.

The Financial Services Ombudsman  
Isle of Man Office of Fair Trading  
Thie Sleau Whallian  
Foxdale Road  
St John's  
Isle of Man  
IM4 3AS

Tel: +44 (0) 1624 686500  
Fax: +44 (0) 1624 686504

E-mail: [ombudsman@iomoft.gov.im](mailto:ombudsman@iomoft.gov.im)

Website: [www.gov.im/oft](http://www.gov.im/oft)

The above complaints procedures are in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau. Full details are shown on page 7 of the policy wording.

### Privacy and Data Protection Notice

Your information will be held by Isle of Man Assurance Limited, which is part of the IOMA Group. This privacy notice is to let you know how companies within the Group promise to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a customer, and the choices you give us about what marketing you want us to send you. This notice also tells you about your privacy rights and how the law protects you.

We've approached our privacy policy with brevity and clarity in mind. We're happy to provide any additional information or explanation needed and/or answer any questions you may have.

#### How we use your personal data

We use the personal data we hold about you for the purposes of providing insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from us. We will also use your data to safeguard against fraud and money laundering and to meet our general legal or regulatory obligations.

#### Sensitive personal data

Some of the personal information, such as information relating to health or criminal convictions, may be required by us for the specific purposes of underwriting or as part of the claims handling process. The provision of such data is conditional for us to be able to provide insurance or manage a claim. Such data will only be used for the specific purposes set out in our notice.

#### Disclosure of your personal data

We disclose your personal data third parties involved in providing products or services to us, or to service providers who perform services on our behalf. These include our group companies, third party administrators, reinsurers, reinsurance intermediaries, insurance reference bureaus, credit agencies, medical service providers, fraud detection agencies, loss adjusters, external law firms, external accountants and auditors, regulatory authorities, and as may be required by law.

#### International transfers of data

We may transfer your personal data to destinations outside European Economic Area ("EEA"). Where we transfer your personal data outside the EEA, we will ensure that it is treated securely and in accordance with the Legislation.

#### Your rights

You have the right to ask us not to process your data for marketing purposes, to see a copy of the personal information we hold about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to restrict the processing of your data, to ask us to provide a copy of your data to any controller and to lodge a complaint with the local data protection authority.

#### Retention

Your data will not be retained for longer than is necessary and will be managed in accordance with our data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the insurance contract, or our business relationship with you, unless we are required to retain the data for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning our use of your personal data, please contact The Data Protection Officer, IOMA Group – please see website for full address details. <https://www.iomagroup.co.im/privacy.html>

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## Summary Information Document

### **Online Dispute Resolution (ODR) Platform.**

Alternatively, If you purchased your insurance online, please note that you can, if you wish, also submit your complaint via the Online Dispute Resolution (ODR) Platform set up by the European Commission. This service has been set up to help residents in the European Union (EU) who have bought goods or services online, get their complaint resolved. You can access the ODR Platform by clicking on the following link: <http://ec.europa.eu/consumers/odr/>

This does not affect your right to submit your complaint following the process above. Please note that under current rules the European Commission will ultimately redirect your complaint to the Financial Ombudsman Service (FOS)

### **Would I receive compensation if the insurer was unable to meet its liabilities?**

Isle of Man Assurance Limited are covered by the Isle of Man's Life Assurance (Compensation of Policyholders) Regulations 1991 which ensure that, in the event of a life assurance company being unable to meet its liabilities to its policyholders, and subject to the Regulations, the scheme manager shall pay to the policyholder out of the Policyholders' Compensation Fund a sum equal to 90% of the amount of any liability of the insurer under the contract.

The Island's scheme operates globally, providing protection to policyholders no matter where they reside.

For more details please see: <https://www.iomfsa.im/regulated-sectors/life-insurance/policyholder-protection/>

### **Other Important Information**

Life Cover is underwritten 100% by Isle of Man Assurance Limited.

Isle of Man Assurance Limited (IOMA) is a private limited company incorporated in the Isle of Man with company number 3792C and is regulated and authorised by the Isle of Man Financial Services Authority. IOMA's registered address is IOMA House, Hope Street, Douglas, Isle of Man IM1 1AP. ESMI is a trading style of Essential Supplementary Medical Insurance Ltd. (Registered Number 07915134 and registered office, 4th Floor, Venture House, 27/29 Glasshouse Street London, W1B 5DF.), a private limited company in England and Wales and is an Appointed Representative of Compass Underwriting Limited registered with the Financial Conduct Authority under number 304908. ESMI is both the Product Sponsor and Master Agent of ESMI Insurance products.

ESMI Life cover is arranged by Compass Underwriting Limited. Compass is a private company limited by shares incorporated in England under registered number 3332314. Compass Underwriting Limited is authorised and regulated by the Financial Conduct Authority under register number 304908 which can be checked at [www.register.fca.org.uk](http://www.register.fca.org.uk) or by calling them on 0800 111 6768.

Isle of Man Law applies to this policy unless you have asked for another law and we have agreed to this in writing before the start date.

In accordance with the Disability Discrimination Act 1995 we are able to provide upon request a text phone facility, audio tapes or large print documentation. Please advise us if you require any of these services to be provided so that we can communicate in an appropriate manner. A copy of our complaints procedure is available on request from the address above.