

Coronavirus Premium Holiday Information



<https://www.aegon.co.uk/coronavirus.html>

Covid-19: From 18.05.20 Aegon have introduced a premium deferral option to allow clients to defer payments for up to 3 months.

There is no minimum qualifying period for how long a policy has been in force before this option can be used.

There is no change to the benefits or covered offered. At the end of the 3 months Aegon will contact the client to discuss how the missed premiums will be paid. This can either be done as a one off payment or split over the following 3 months (double payment to be taken.)

General terms and conditions:

“What if I stop paying?”

If you stop paying premiums, your policy will stop and you'll no longer be covered for any of the benefits you've chosen. You won't get any of your premiums back. If you stop paying premiums but then want to restart your policy, write to us and we'll let you know if this is possible.

We may:

- Make a charge for restarting the policy;
- Ask for proof that the insurer person is in good health;
- Ask for proof that the insurer person's occupation and leisure activities are, in our opinion, not more likely to cause sickness or accident than before; and
- Increase your premiums”

[Key Features Document](#)



<https://www.aiglife.co.uk/advisers/products/individual-protection/coronavirus-individual-ga/>

Covid-19: On 29.04.20 AIG have introduced a premium reduction option for Life, Critical Illness or Income Protection policies, the premium and cover amount will be reduced for a 6 month period, automatically returning to previous levels without additional underwriting. This is for customers whose policies started before 1st January 2020 and are able to answer yes to one of AIGs financial hardship questions.

For personal protection customers:

Because of, or due to, the coronavirus pandemic;

- Has your income reduced?
- Has your spouse or partner had a reduction in income?
- Are you claiming Jobseekers Allowance, Employment and Support Allowance or Universal Credit; or in the process of claiming?
- Do you live in rented accommodation and have stopped paying rent or are you claiming a mortgage payment holiday?

For business protection customers:

Because of, or due to, the coronavirus pandemic;

- Has your business income reduced?

Once the requests have been received and approved the amount of cover and premium will change from the following premium collection date, as long as this is not within 10 days (to allow time for the DDM to be changed). AIG will confirm the details with the clients and this should be kept alongside the policy documents in case of a claim.

General terms and conditions:

“What happens if the premium is not paid?”

If any premium remains unpaid for more than 30 days from the date it was due to be collected, we will cancel the cover. We will write to the owner of the cover and (if different) the person covered to tell them that the cover has been cancelled.

Restarting a cover

If we cancel a cover because a premium is not paid, the owner of the cover can ask us to restart it. They can do this at any time up to six months after the date of the first missed premium. We will have no obligation to restart a cover and if the owner of the cover asks us to do this, we will decide at our discretion if we are willing to restart the cover. If we are, we will tell them what we need in order to restart the cover and they must clear any premium arrears. There may be circumstances when we reserve the right not to restart a cover. If this happens, we will explain our decision.”

[Cover Details](#)

Accurate at 14.07.2020



<http://www.aviva-for-advisers.co.uk/adviser/site/public/news/detail/coronavirus-your-individual-protection-questions-answered>

Covid-19: From 18.05.20 individual protection customers (Life, CIC, Income Protection, Business Protection, Over 50s and Whole of Life) who are struggling financially due to Covid-19* can now defer premiums for 3 months and spread them over the following 9 months. This can be currently applied for up to 18th August 2020. The current benefits and level of cover will remain the same.

*Available to customers who started their policy before 1st April 2020 and have already made at least payment, and who:

- have been made unemployed after 1st March 2020 or,
- are self-employed and unable to work or trade due to Covid-19 and have not yet received the 80% payment offered by the government or are not eligible for this, or,
- have been furloughed by their employer and have not yet received the 80% payment offered by the government, or,
- have a business protection or relevant life policy where their business has furloughed at least 50% of employees and has not yet started to receive any government funding.

More information [here](#).

General terms and conditions:

“Your policy schedule will show the initial premium you'll pay, together with the date it and subsequent premiums are due. You have 60 days from each due date to pay your premium. If you have to make a claim during this period, we'll deduct the unpaid premiums from any benefit we pay.

If you don't pay your premiums within the 60 day period, we'll cancel your policy. If this happens you won't be able to make a claim.”

[Policy Conditions](#)

Covid-19: Career break rules have been relaxed to help those who may be struggling to pay premiums, now only have to have paid 1 month's premiums (rather than 1 year), clients would not be able to claim if they are using the career break option.

From 01.07.20 a benefit reduction option has been introduced. This will allow the client to reduce their benefit and then return it to the original amount without additional underwriting. At least 3 months premiums must have been paid.

General terms and conditions:

"4.1 - Payment of premiums

You must pay regular monthly premiums by direct debit throughout the term of the policy. Premiums will be collected from your bank account on or around either the 1st or the 15th of each month, depending on which date you choose. If your premiums are more than 7 days in arrears we will only pay you benefit from the date that all arrears are paid. If your premiums are 4 months in arrears the Society will cancel your policy without your request or permission. No payment will be due to you on cancellation. You will lose the cover provided by your policy and you will need to reapply for a new policy which will be subject to underwriting. The only occasions when you are not required to pay premiums are during a "career break", which has been approved by the Society (in accordance with section 6), or if your claim for benefit has entered the "waiver of premiums" phase, as described in section 4.2 below.

6.0 - Career break

You may suspend your cover and your premium payments for a period of up to a maximum of 24 months. Such a suspension of premium Payments is referred to in this policy as a "career break".

The following conditions will apply:

- You must contact the Society to request a career break by phone, email or post.
- The Society will notify you if your career break has been agreed and the start and end date of the career break.
- Premium payments and entitlement to benefit will be suspended for the duration of the career break and you will be unable to apply to vary your cover during this time.
- You will need to have paid premiums for at least 12 months before you can apply to take a career break.
- You can apply to suspend premiums for up to 4 years in total during the life of your policy. Any applications to exceed this period will be considered at the discretion of the Society at the time of application.
- If your premium payments are in arrears when you apply for a career break, you can only suspend your cover from the date the arrears are paid.
- You can cancel a career break at any time before the career break starts.
- Once your career break has started, you may only cancel the career break if the Society agrees to such cancellation.

At the end of your career break, premium collection and your entitlement to benefit will recommence. If you do not resume your premium payments at the end of your career break, your policy will end and you will need to reapply for the cover you require which will be subject to

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underwriting. Where a career break is taken within 6 months of the expiry of an earlier one then it shall be taken as a continuation of the former one for the purposes of applying the maximum period of 24 months.”

[Protect Terms & Conditions](#)

[Breathing Space Terms & Conditions](#)



<https://content.guardian1821.co.uk/literature/COVID-19.pdf>

<https://content.guardian1821.co.uk/literature/COVID-19-FAQs.pdf>

Covid-19: From 18.05.20 Guardian will be offering a premium deferral option for clients suffering financial hardship due to Covid-19. Clients can choose to defer payments for one, two or three months. At the end of the chosen period clients have up to three months to repay the premiums. Cover will remain in place throughout the payment break.

Guardian policies also include Waiver of Premium as standard. This has a 4 week deferred period and can be claimed upon if the client is unable to work due to illness or injury, or if they have involuntarily lost their job or been made redundant but not if they have been furloughed under the government scheme. Premiums can be paid for up to 6 months.

General terms and conditions:

"If you stop paying your premiums

If you don't pay your monthly premiums for any reason, your policy will lapse. This means you'll no longer be insured. No previous premiums will be refunded. However, if you're unable to pay your premiums due to loss of income, you may be able to claim Premium Waiver – please see section 2.4 for more information."

[Key Facts Document](#)



<https://www.holloway.co.uk/coronavirus>

Covid-19: From 16.04.20 Holloway introduced a 3 month premium holiday option.

Between 15 April to 15 July, Members can request a 3 month premium holiday, as long as they've been paying for their cover for at least three months. During their premium holiday they won't be able to make a claim.

Once their 3 month premium holiday has finished we'll get in touch with the Member and let them know that we're going to start collecting their monthly payments again.

The monthly payments and their income protection cover will re-start without the Member having to answer any health questions.

General terms and conditions:

"Premiums

7. If you fail to maintain Premium payments your Plan will be terminated and benefit payment will cease.

8. Premiums must be paid regularly, including whilst a claim is being paid. If a claim is being paid, Premiums will be refunded after 1 month of the monthly benefit being paid, and will continue to be refunded for as long as you are receiving the monthly benefit. Premiums will re commence upon your recovery and/ or the claim benefit ceasing.

9. If you stop paying Premiums your cover will end. Premiums need to be paid to maintain your cover and entitlement to claim. If you owe more than three months Premiums you cease to be a Member of the Society. Reinstatement will be considered within 6 months of the first missed payment subject to payment of all arrears and completion of a Declaration of Health which must be accepted before Membership can continue.

10. A change in any of the following: health, residence, overseas travel, hazardous pastimes or occupation, could result in amended terms or refusal to reinstate Membership. We reserve the right to request a medical report at your expense in support of your request to reinstate your Membership.

Career Break

12. If you take a career break, for example to raise a family, study, travel or redundancy, you can suspend your cover for up to 24 months in total during the life of the plan up to a maximum of 6 months in any 12 month period subject to the Premiums not being in arrears. The career break option can be used once your Plan has been in force for 36 months and provided the Premiums are paid up to date. You will be eligible to have cover restored to the level it was before the start of your career break without the need for underwriting and you will be able to claim again once you have been back at work for 3 months."

[Purely Policy Schedule](#)

[One2protect Policy Schedule](#)

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https://www.legalandgeneral.com/adviser/files/protection/_resources/documents/coronavirus-covid-19-update-for-intermediaries-0320.pdf

Covid-19: N/A

General terms and conditions:

“What happens if the premiums are not paid?”

We are entitled to cancel the policy if any premiums are not paid within 30 days of their due date. If we cancel the policy, your cover will end and no further premiums will be payable. We will not refund any premiums already paid.”

[Policy Booklet](#)

Accurate at 14.07.2020



<https://www.lv.com/adviser/coronavirus-update/protection>

Covid-19: From 22.04.20 LV= have introduced a premium break option for vulnerable customers who have a Life, Critical Illness or Income Protection policy.

- The policy must have been in force for more than 12 months
- Have a good history of premium payments and be less than 3 months in arrears
- Have not already utilised a premium holiday option
- Have suffered significant drop in their income or their usual earnings have stopped (does not include savings)
- Are not in receipt of furloughed payments
- Also available for a range of vulnerable customers (check with LV= for specific details)

Clients in receipt of the payment break will still be covered and can claim under an Income Protection policy, occupation definitions will not be changed.

The break will last for a maximum of 3 months and will be reassessed every month. Specific career break and unemployment payment holiday options may also be available on Income Protection policies.

From 01.06.20 LV= are also offering the option for clients to reduce the monthly premium by decreasing their cover by any amount as long as the premium remains above £5.00, a period of 6 months. This was previously set to a maximum of 75%. The cover will then automatically return to the original amount without the need for additional underwriting. Minimum cover amounts and premiums still apply. This option is available for all personal and business protection products excluding Personal Sick Pay.

General terms and conditions:

"C1 – Paying your premiums

You are responsible for paying premiums on the date shown in your Policy Schedule (these are known as premium due dates). You must pay your premiums by Direct Debit through a bank or building society. Your premiums are guaranteed not to increase unless you have chosen inflation-linked cover (which we explain in section A2(b)).

C2 – Stopping your premiums

We give you 60 days from the due date for you to pay a premium. If we haven't received a premium from you, we will send you a reminder to let you know. If you fail to pay any premium within this 60 day period, then your policy stops immediately, and we will cancel it. We will not pay anything to you if this happens. If we cancel your policy, we'll let you know.

C3 – Re-starting your premiums

If your policy has stopped because you didn't pay a premium, you can ask us to start it again. You can do this within six months of the first unpaid premium. So that we can restart your policy, we will need you to pay all of the premiums that you haven't paid. You will also need to complete some health questions. Unfortunately, it is possible that we may not be able to restart your policy, or if we can it may be on different terms to those originally offered, for example if your health has got worse since your policy started. If this happens, we will explain our decision to you and the reasons for it. Please note as the policy has actually ended we are not obliged to restart it for you.

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[Policy Conditions](#)

Income Protection specifically

Payment of premiums during unemployment

If you become unemployed through no fault of your own (we call this involuntary unemployment), you can claim for up to six months premiums to be paid by us. This means we'll take care of those premiums for you, you don't need to pay them and your insurance will stay in place. You can only claim for a maximum of six months premiums to be paid by us during the whole period that your policy lasts for. You must inform us immediately if you return to work, so we don't continue to pay your premiums and use up your 6 month allowance. If you go back to work mid- month, we will continue to pay the full month's premium. There is an initial exclusion period for this benefit of 90 days, which means if you become unemployed within the first 90 days of your policy starting you cannot claim for any of your premiums that relate to that whole period of unemployment to be paid by us. More details can be found in section B15 of the Policy Conditions."

[Key Features Document](#)

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<https://adviser.royallondon.com/protection/campaigns/coronavirus-statement/>

Covid-19: N/A

General terms and conditions:

“What happens if you don’t pay a premium

If you don’t pay your first premium, your plan won’t start - so you won’t be covered. If any other premium is five weeks overdue, we’ll cancel the plan your cover is under - so you won’t be covered at all any more. We’ll write to you to tell you that we’ve cancelled your plan.

What to do if we cancel your plan

If we cancel your plan because you didn’t pay a premium, you can ask us to restart it. We’ll need you to tell us if there has been a change to the health, occupation or leisure activities of the person covered since your plan start date, so there may be times when we can’t restart your plan. If this happens, we’ll explain our decision to you.”

[Plan Details](#)

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Covid-19: N/A

General terms and conditions:

“If you miss four months’ payments, we’ll cancel the policy at the end of the fourth month. We won’t refund any payments you’ve made.

2.3 NON-PAYMENT OF PREMIUMS

If any premium is not paid, we will allow 30 days from its due date for it to be paid. We will then write to the policyholder with our reasonable requirements to allow the policy to continue. If these requirements are not met, we will cancel the policy and no premiums will be returned.

Our reasonable requirements could include a declaration of good health and paying the outstanding payments. We will let you know any deadline for our requirements when we write to you. We must inform anyone to whom the policy is assigned in security if premiums are not paid.”

[Policy Provisions](#)



<https://www.the-exeter.com/news/coronavirus-covid-19/>

Covid-19: N/A

General terms and conditions:

Paying your premiums

You must continue to pay your premiums regularly by monthly Direct Debit. If you fall behind on your premium payments you will not be able to make a claim.

If you miss one month's premium you will need to pay any premiums you have missed.

If you miss two months' premiums or more we will cancel your policy with effect from the last paid premium.

Career Break Options

Short-term policy break

Once your policy is 4 years old, you can have a short-term policy break for up to 52 weeks, which means for a year you can reduce your benefit to a minimum amount and reinstate it very easily. You can reduce the amount of benefit you have to any level between £500 per month and your current benefit amount. Your premiums may decrease as a result. Please note that you can only use your short-term policy break once during your policy. You then have the option to reinstate your policy to its previous level, including any previously fixed benefit or minimum benefit guarantee, at any point during the first 52 weeks of your policy break. We will not require any further medical information or application assessment. If your circumstances mean you cannot or do not want to reinstate your policy within 52 weeks, you need to let us know so your policy can continue at a reduced benefit level. If you later decide that you want to reinstate your policy back to its previous level, you will need to complete a new application.

Long-term policy break

In some circumstances, you may wish to put your Income One Plus policy on hold for longer than a year. For example, it may be that you are travelling or want to take an extended break from your career to raise a family. A long-term policy break enables you to put your policy on hold for up to 3 years and reinstate it quickly and easily. You will not have to provide further medical information or go through the application process again. If you choose a long-term policy break, you will need to pay us a monthly premium equal to 10% of your current premium. During this period, you will not have any benefit available to you if you become ill or injured. Your premium on reinstatement will be based on your age at the time of reinstatement and so may be higher than the premium you paid when the policy break started.

To benefit from this option:

- Your policy needs to be more than 4 years old and you must not have previously taken a policy break
- Once your policy break has finished, your policy must have at least 3 years to run before the finishing date.

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Once your policy is reinstated

When your policy is reinstated on the date you have chosen, your full level of benefit is resumed and your premiums will be based on your age at reinstatement. You will need to provide evidence of your income to support the reinstatement of your full level of benefit, including any previously fixed benefit. If you are unemployed at the time your policy is reinstated, the maximum benefit you will be able to receive may be lower and the way we will assess a claim will be different. If you had previously selected the fixed benefit option or minimum benefit guarantee this will no longer apply. See 'How we assess a claim' on page 14 for more details. During the period of your long-term policy break, if you suffer an illness or injury that may result in a claim, please let us know. This will help us manage your transition at the end of your long-term policy break.”

[Income One Policy Document](#)

[Pure Protection Policy Document](#)



<https://adviser.vitality.co.uk/coronavirus-update/>

Covid-19: To help at this time, clients who may be experiencing financial difficulties now have the opportunity to reduce the premiums they pay each month, with a proportional reduction in cover. This will assist those in financial need to afford cover in the time that they need it most. Should this be appropriate for your clients, they are able to reduce their premiums by 25%, 50% or 75% and their cover will reduce by the same percentage. This would be effective from their next premium collection date. We are recommending that any clients who contact us directly should refer to their adviser, to ensure that the cover still meets their individual needs as we are unable to give advice.

The reduction in premium will be effective for three months following which we will revert to their previous premium and cover amounts without the need for further underwriting. There will also be no commission impact to you where clients utilise this facility.

General terms and conditions:

“D1.1 What happens if you do not pay your plan premium

If you do not pay your plan premium by the due date, we will suspend all the covers in your plan.

However, you can ask us to reinstate your plan within thirteen months of the date of the first unpaid plan premium as long as:

- You pay all of the outstanding plan premiums. If your plan premium would have increased in the time that you have not been paying it, you will need to pay the increased amounts.
- You provide us with a new direct debit instruction so we can collect future plan premiums
- You and any other person covered by the plan completes a reinstatement application form. This is so that we can underwrite your request. We may offer you revised terms, or decline your request. If your plan is reinstated, we will not pay any child’s claim for a condition that was pre-existing at the time of reinstatement.”

[Essentials Plan Provisions](#)



<https://www.zurich.co.uk/insurance/coronavirus/life-and-critical-illness-insurance-customers>

Covid-19: From 01.05.20 Zurich have introduced three options to help clients whose income have been impacted by coronavirus.

Deferred premiums - can defer premiums for up to 3 months without any reduction in cover.

Career break - their Income Protection product already allows customers to take a career break which lets them reduce their monthly benefit to a minimum of £250 per month or their premiums to a minimum of £5 per month, for up to 12 months. For policies that were started before 31 March 2020 Zurich are waiving the requirement that policies must be in forces for 12 months before this option can be used.

Decreasing and increasing level of cover - available for Life Protection Platform customers (policy numbers start with PR). They can choose to decrease their sum assured for 6 months and then increase it back to the original level without the need for any underwriting. If the customer decides to reduce the cover Zurich will refer the customer back to the adviser to confirm. Once agreed the reduction in cover can be completed using Zurich's adviser portal which will automatically reduce the cover and issue new policy documents. If your customer requires this option please let your Case Manager know and we can action this for you. Just before the 6 months is up Zurich will remind the customer that the cover will automatically increase to the previous levels.

To proceed with one of these options the customer must contact Zurich to request this (0370 241 6945). Zurich will discuss their personal situations and explain the options available.

General terms and conditions:

"10.4 If you don't pay your premium

If you don't pay a premium within two months of the premium due date, the policy will end and we'll stop providing you with cover. If your premiums are paid by a third party, it's your responsibility to ensure they're paid on time. We won't reinstate a policy which has ended – if you still need cover you'll need to apply for a new policy.

[Terms & Conditions](#)

Income Protection Specifically

10.2 Reducing your monthly benefit

To make a permanent change

If you want to reduce your monthly benefit, you can do this at any time. There's no limit on the amount you can reduce this by, providing your premiums do not go below the minimum premium amount, as shown in section 5. See section 10.1 for what will happen if you want to increase your monthly benefit again. If you reduce your monthly benefit, your new premiums will be adjusted accordingly.

To make a temporary change – career break

If you only want to reduce your monthly benefit for a short period, you can take what's known as a career break.

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A career break lets you reduce your monthly benefit to as little as £250 a month (subject to our minimum premium – see section 5) for up to 52 weeks. You can do this once at any time during the term of your policy but not until the policy has been in force for 12 months. At the end of your career break, your monthly benefit and premiums will automatically be increased back to their previous levels without the need for you to provide any further information on your health. You can also end your career break at any time if you need to. If you tell us to end your career break, your cover and premiums will be increased with effect from your next premium due date. If you have increasing cover and accept an increase during your career break, this will also be included when your monthly benefit and premiums automatically increase at the end of your career break. If you make a claim during your career break, your monthly benefit will remain at the reduced level whilst you're incapacitated. You won't be able to increase your monthly benefit and premiums back to the previous levels until you're no longer incapacitated and return to work."

[Terms & Conditions](#)