



For intermediaries only | Protection

Working together to protect the future

We're passionate about making sure families and businesses in the UK are protected against life's uncertainties – so we're on a mission to help the UK achieve a lifetime of financial security.

We know that having the flexibility to choose what's right for your clients is key. That's why you can choose options that either pay out a single lump sum or a regular income, so you can offer solutions to suit their financial circumstances and health.

Our experience in the wealth planning and group pensions markets along with our deep knowledge of protection, means we're well positioned to help you build comprehensive protection solutions to meet your clients' individual needs.

By choosing us to look after their protection needs, you'll benefit from:

- a team of protection specialists with the knowledge and expertise to help you build bespoke solutions for your clients;
- award-winning products, including Defaqto 5 Star Ratings for critical illness, protection menu plans and whole of life;
- an underwriting approach designed to deliver the best decision for your clients – in 2018 we were able to offer terms to 97% of applicants;
- an underwriting service with your clients' individual needs in mind – if we can't offer the terms your clients ask for, we'll offer alternatives, and
- a simple online application system.

With this in mind, we believe our excellent product range, pricing, underwriting, and servicing capabilities combine to deliver a leading protection proposition in the market.

Key product features

- You can combine a number of different protection benefits in one policy.
- Guaranteed premiums are available, so you can make sure your clients' premiums will never change unless they've chosen indexation or ask us to increase their cover.
- Policy flexibility, as we know your clients' protection needs constantly change.
- Your clients can increase their cover even if their health has changed, subject to terms and conditions.
- No standard exclusions on any of our income protection benefits.

Critical illness protection

Our policy achieved the maximum five stars with independent ratings agencies Defaqto and Moneyfacts.

- Covering 43 critical illnesses.
- Including 16 ABI+ definitions.
- Plus, 17 additional conditions providing even more protection, including:
 - donor cover;
 - free fracture cover, and
 - up to £25,000 of children's critical illness cover.



A complete protection proposition

Personal Protection

A comprehensive menu of options to help protect individuals and families.

- Life protection, critical illness protection and income protection options available.
- Lump sum mortgage and personal cover options.
- Regular income alternatives through our family income benefit (FIB) range.
- Choose the mix of options and level of cover to suit your clients' individual needs.
- Indexation is available to help protect the real value of your clients' benefits.
- Joint-life separation option available, so your clients can split their policy into two separate single-life policies if need be.
- An income promise available for income protection to help protect your clients against a drop in their income, when they claim.
- Specialist solutions like gift inter vivos (GIV) insurance, designed to help cover specific inheritance tax (IHT) liabilities, are also available.

Whole of Life

Life protection with no end date.

- Your clients will receive up to £1 million free cover for a maximum of 90 days while we assess their application.
- You can place their policy and any free cover in trust from the moment you submit their application, for maximum IHT efficiency.
- There's an extensive range of guaranteed insurability options letting your clients increase cover levels without additional underwriting.
- Your clients can convert some cover into GIV insurance, if needed.
- There's a separation option included for all joint-life cases accepted on standard terms, just in case.

Business Protection

A business-specific suite of options to help protect your clients' business or a business loan if something happens to them, a shareholder or a key employee.

- Immediate cover is often available for up to 60 days when protection is urgent.
- Key person income protection can help replace lost profit or the salary of a replacement if a key employee is off sick for a lengthy period.

- Competitive financial underwriting reduces the need for extensive and time-consuming information gathering.

Relevant Life

Allows your clients' business to provide a tax-efficient death-in-service benefit for its employees.

- Premiums are paid by the employer and aren't normally treated as a benefit in kind for the employee.
- The policy is written under trust and won't normally be assessed for IHT.
- There's no requirement for a corporate trustee.
- The policy is portable and can move with the employee between employers, without time constraints.
- It's suitable for smaller businesses that don't have access to a group life scheme.
- Reducing cover is available.
- Up to 30x salary multiples are available.

Executive income protection

Allows your clients' business to support key employees.

- Premiums are paid by the employer and aren't treated as a taxable benefit in kind for the employee.
- It's suitable for smaller businesses that don't have access to a group income protection scheme.
- It can help businesses attract and retain high-calibre staff.

Online services

Our faster, smarter online protection service makes doing protection business with us quick and easy.

- Get illustrations and apply online for all our protection products.
- A streamlined service that gives quicker underwriting decisions and estimated prices as you progress through an application.
- Apply for multiple benefits together in one application – and your clients can save with our multi-benefit and/or multi-policy discounts.
- Tracking service – real-time updates on the work we're doing to get your clients on risk.
- Document service – we send you important servicing documents electronically so you receive them as quickly as possible.

Flexibility

Because your clients' lives don't stand still, we've built flexibility into our proposition. We offer guaranteed insurability options with many of our products, so that cover can increase without more underwriting at key life milestones.

Your clients might also be able to make other changes, such as the amount of cover and how long cover lasts, once their policy is up and running.

Underwriting

It's important to us that we provide affordable cover for as many of our customers as possible. That's why we strive to get the best decision for your clients. In 2018 we were able to offer cover to 97% of all applicants.

Our award-winning underwriting service offers:

- competitive financial and medical underwriting limits;
- a specialist large sum assured team;
- a flexible approach to risk assessment, and
- tele-underwriting to help get cover in place as quickly as possible.

And when you have a question, you can access our underwriters through our pre-submission underwriting helpline – [03457 83 54 73](tel:03457835473).

More than just financial support

With our protection policies, your clients get more than just financial support. At no additional cost, they'll have access to Policy Plus, our support services that include a health and wellbeing service, a second medical opinion service and funeral payment pledge. If your clients have Business Protection or Relevant Life with us, they'll also get access to a key person replacement service. Policy Plus is available from the start of your clients' policy, and they don't need to claim to use these services.

Claims

We know that before choosing a protection provider, you and your clients want to know about its claims payment history and approach.

In 2018 we paid £128.6 million in claims across all protection benefits – helping more than 1,500 families and businesses across the UK.

Of all the claims received we paid:

- 98% of life protection claims;
- 93% of critical illness protection claims, and
- 93% of income protection claims.

We offer a tele-claims service to help make claimants feel as comfortable as possible, and help them submit a claim with the minimum amount of stress. This also reduces paperwork and allows us to pay claims quicker.

Adviser support

We provide a high level of adviser support to help you navigate the protection market. At a time when some providers are cutting back their support in this area, we're fully committed to giving you the best level of support we can.

Financial rating

We believe it's important to choose a company with a secure future. We have some of the strongest financial credit ratings in the industry:

- Standard and Poor's¹ A+
- Fitch¹ A+

¹ as at March 2019

About us

We've been helping people take responsibility for their financial futures since 1831. We're part of the Aegon Group – an international provider of life insurance, pensions and asset management.



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