

GROUP INCOME PROTECTION

How it Works Product Guide Running the policy

Guide to the annual revision of a policy

Introduction

Although our policies are provided on a continuous insurance basis, they still operate on an annual revision principle.

The following guide will explain what information we need each year, what we will do with the information once received and what we will send the policyholder.

Annual revision invitation issued

**90
DAYS**
in advance



Data requirements and Data suitability checklist documents available to assist



Cover maintained even if delays involved in providing the information needed



New policy documents issued if new policy guarantee period agreed



Contents

Prior to the annual revision date	
Annual revision invitation	2 ▶
Information needed in respect of those insured	2 ▶
Information which is not always provided immediately	2 ▶
When should the information be provided?	2 ▶
General notes	3 ▶

What we do after we receive the required information

Validation of the information received	3 ▶
When the rate is due to be reviewed	3 ▶
Confirm whether any medical underwriting is required	3 ▶
Producing the accounts	4 ▶
When will accounts be produced?	4 ▶
What will be provided?	5 ▶
Delays in providing the required information	5 ▶
Contact us	5 ▶



Canada Life
Group Insurance

GROUP INCOME PROTECTION

How it Works Product Guide Running the policy

Prior to the annual revision date

Annual revision invitation

We write to all our customers, via their financial adviser if one is appointed, no later than 90 days prior to the annual revision date.

Our letter will confirm:

- the information needed in respect of the individuals insured
- whether the existing guarantee period is due to expire
- what deposit premium is required in order to maintain cover, until accurate accounts can be produced. Further information can be found in our document **Premium payments**.

Notes

As part of the invitation, we may provide important information regarding changes to our terms and conditions, or wider reaching changes which may affect the Group Income Protection benefits.

Information needed in respect of those insured

For consistency, we request the same information each year irrespective of whether the premium rate guarantee has expired.

To assist in the supply of correct information, we send our **Data requirements** and **Data suitability checklist** documents.

Further information can also be found in document **What is needed to provide a quote?** if the guarantee period is due to expire.

Anyone with a salary not high enough to generate a benefit should still be shown on the information provided. Our unit rates are adjusted to take into consideration their inclusion, therefore they need to be included in the totals used to calculate the premium payable.

Information which is not always provided immediately

The following are required, but are quite often missed when the annual revision information is sent:

- levels of pension scheme contributions to be insured for each individual
- category of membership
- occupation
- post code of normal place of work
- individuals absent from work
- dates of joining and leaving the policy
- company employing the individuals insured

When should the information be provided?

Rate guarantee due to expire

If the policy is costed on a unit rate basis, we are happy to provide a new quotation up to three months in advance of the annual revision date.

In order for this process to commence, we require the most up to date information that can be provided for the individuals insured.

We will normally look to guarantee the quotation provided, however, conditions will be applied to the accuracy of information used to produce the quotation, compared with that applicable at the annual revision date.

Normal annual revision

The information required should be provided as close to the annual revision date as possible.

'Prior to the annual revision date' continues on the next page

GROUP INCOME PROTECTION

How it Works Product Guide Running the policy

Prior to the annual revision date

General notes

Providing information too early to produce accounts could lead to inaccurate premiums being charged, due to the true membership/salaries not being insured.

If there is going to be a delay in providing all the information required, you should provide details of anyone whose benefit may be subject to medical underwriting. Further information can be found in our **Medical Underwriting Guide**.

If the information required is not provided or is inaccurate, the validation and subsequent payment of claims may be affected.

What we do after we receive the required information

Validation of the information received

We will carry out the follow checks when data is received:

- has all the information requested and required been provided, i.e. dates of birth, gender, salaries, benefits, occupations and post codes
- is there anyone listed on the data who falls outside of the terms and conditions of the policy; for example age and temporary absence limitations
- are any current claimants listed
- have appropriate dates of joining and leaving employment been given where the policy is costed on a single premium basis

In addition, we will also assess whether the existing method of charging premium, i.e. unit rate or single premium costed remains appropriate.

For policies which are costed on a unit rate basis, we will also assess whether the number of lives or salaries insured have changed by more than 25% since we last reviewed the rate. If either have changed, the premium rate will have to be reviewed.

When the rate is due to be reviewed

Unit rated policies

Our Scheme Underwriting department will use the information provided to produce a formal quotation, showing the rate we will charge from the annual revision date.

Single premium costed policies

We do not issue a formal quotation as the cost of providing the cover will be the same as is shown on our accounts.

Notes

Further information regarding the information we use to calculate both unit and single premium rates can be found in documents **What is needed to provide a quote?** and **How is the cost calculated?**

Confirm whether any medical underwriting is required

Once we have received details of the individuals to be insured and their salaries/benefits, we will reassess the level of free cover limit, if any, we can allow on a policy from the annual revision date.

We use the new free cover limit, together with any previously accepted benefits, to calculate whether any individuals currently insured will need to be medically underwritten. Temporary Cover, if allowable, will commence on the effective date of the increased benefit, if advised, or the annual revision date.

If cover for anyone's benefits is subject to medical underwriting, we will confirm what forms, if any, need to be completed by the individuals involved.

Notes

Further information can be found in our **Medical Underwriting Guide**.

'What we do after we receive the required information'
continues on the next page

GROUP INCOME PROTECTION

How it Works Product Guide Running the policy

What we do after we receive the required information

Producing the accounts

We always look to use the information provided to produce accounts. Certain assumptions will be made if the following information is absent:

Total salaries applicable at the day before the annual revision date

We will use the total salaries calculated at the annual revision date in the calculation of the reconciliation account.

Dates of joining the policy and mid-year salary/benefit increases

Where a policy is costed on a unit rate basis, if these dates are not provided, we will assume everyone joined the policy or were eligible for any salary increases, half-way through the previous accounting period.

Where a policy is costed on a single premium basis, if these dates are not provided, we will assume that everyone joined the policy or were eligible for any salary increases on the annual revision date.

Dates of leaving the policy

Where benefits are costed on a unit rate basis, we assume that everyone left half-way through the previous accounting period.

Where any benefits, including medical loadings, are costed on a single premium basis, we assume everyone left on the day before the annual revision date.

When will accounts be produced?

For policies costed on a unit rate basis where rates have been reviewed.

We will not usually issue accounts until such time as:

- correct data has been received
- we have received formal acceptance of our quotation, or a period of 30 days has elapsed since the date our formal quotation was issued

Notes

If the policy insures fewer than 100 lives, we will produce the accounts making assumptions as shown in section Producing the accounts (see first column of this page).

For policies costed on a single premium basis or where a unit rate has not been reviewed

We will issue formal accounts as soon as possible after all the information required has been received.

We will delay producing accounts to reflect accurate payment information, if premiums are about to be paid via Direct Debit.



GROUP INCOME PROTECTION

What we do after we receive the required information

What will we provide?

As standard, the following will be issued:

- Statement of account for the period commencing on the annual revision date
- Reconciliation account detailing any adjustments to the premiums charged for the accounting period used previously
- Invoice detailing all the premiums due, for all policies which do not pay premiums via Direct Debit
- Letter confirming the level of premiums to be collected, for all policies where premiums are paid by Direct Debit. This will be sent directly to the Policyholder. A copy will also be sent to any other relevant parties
- Details of any amendments made to the data used to produce accounts; e.g. individuals removed, salaries reduced
- Details of any individuals whose benefits are subject to medical underwriting

Further information can be found in our Accounts guides, Single Premium or Unit Rated and documents **Premium payments** and **Medical Underwriting Guide**.

Policy Document

When the annual revision date coincides with the start of a new guarantee period we will send you an updated Policy Document shortly after the accounts have been produced.

Delays in providing the required information

We understand it may take time to compile all the information required to review rates and produce accounts. Cover will remain in place after the annual revision date, provided any deposit premiums requested are paid.

Please contact us if you believe delays are likely, as non-provision of information could mean:

- additional information being required to validate claims
- delayed payment of claims

How it Works Product Guide Running the policy

Contact us



E-mail

groupcsc@canadalife.co.uk



**Customer Services
Canada Life Limited,
3 Rivergate,
Temple Quay,
Bristol BS1 6ER**



Telephone

Monday to Friday
0345 223 8000

Fax

01707 671100

Our forms are available to download from our website: www.canadalife.co.uk/group

Canada Life Limited, registered in England no. 973271. Registered Office: Canada Life Place, Potters Bar, Hertfordshire EN6 5BA. CLFIS (UK) Limited, registered in England no. 04356028 is an associate company of Canada Life Limited. Registered Office: Canada Life Place, Potters Bar, Hertfordshire EN6 5BA. Canada Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

GRP1409 – 118R



Canada Life
Group Insurance

Canada Life Limited
3 Rivergate, Temple Quay, Bristol BS1 6ER
Telephone 0345 223 8000