

GROUP LIFE ASSURANCE

for death in service benefits under
registered pension schemes

eProduct Technical Guide

Introduced from 26 September 2018.

simply
CROSS™



Canada Life
Group Insurance

About us

We provide support when it's needed most

We are Canada Life Group Insurance, the UK's largest provider of group insurance. We have over 45 years' experience covering thousands of businesses throughout the UK.

Our mission is to help people when they need it most, so we specialise in three products that help employers do exactly that – [Life Assurance](#), [Income Protection](#) and [Critical Illness](#) cover.

We've grown considerably since we first arrived in the UK in 1903. We now support over 24,000 employers, covering 2.8 million employees for over £260 billion of benefits. This makes us the largest provider of group insurance in the UK.

Find out more

We are dedicated to helping more employers support their employees when they need it most. Use our [website](#) to find out more about our products or feel free to contact us on **0345 223 8000**.

Support Services

At Canada Life, we believe insurance is about much more than just a financial benefit. When employers choose our Group Life Assurance policy, they also get access to three FREE¹ Support Services. Helping employees, their family and colleagues through the emotional and legal side of bereavement.

Bereavement Counselling

Bereavement Counselling offers unlimited access to a 24/7 bereavement helpline, and up to four face-to-face or structured telephone sessions with a qualified counsellor.

Probate Helpline

The Probate Helpline provides access to probate experts covering family disputes, validity of wills, power of attorney and obtaining probate. Available Monday to Friday 8am to 8pm (Service is unavailable over bank holidays).

BusinessCare

BusinessCare gives employers the tools they need to comply with employment law, follow best HR practice and trade safely to protect their businesses.

¹ Free for all service users as the Support Service costs are absorbed with the Group Life Insurance premium.

These are Support Services provided by Canada Life's services company CLFIS (UK) Limited (CLFIS), through its service provider LifeWorks and Epoq Legal Ltd. These services are non-contractual benefits which are available if you have a Group Life Assurance policy with us. The provision of these services does not form part of your insurance contract with us and we provide access to these services as a value added extra. These are complimentary services and can be altered or withdrawn at any time.

To find out more about our Support Services please visit www.canadalife.co.uk/group

Overview

This product is designed to be a straightforward and convenient way to provide life cover for your employees, including working directors.

You can choose a level of cover that will apply to all employees from four simple options:

- £25,000 each
- £50,000 each
- 1 times basic annual salary or wages
- 2 times basic annual salary or wages

The benefit will be limited to £150,000 per person.

By covering all employees it is possible to do away with individual medical forms and provide cover at an affordable price. With tax efficiency as well this can be a valuable, but inexpensive, employee benefit.

A bereavement and probate helpline for employees, survivors and employers is provided at no extra charge.

Simply CLASS Group Life Assurance is administered online using our CLASS system, available to your regulated adviser. Canada Life recommends that you discuss your options with your adviser to get the best solution to meet your circumstances.

Tax Free Benefits

The tax advantages available under this policy are:

- Premiums are normally allowable against corporation tax as a business expense.
- Premiums paid by you are not treated as a benefit in kind (P11D) for employees
- Lump sum benefits may be paid tax free to the beneficiaries.

Who is covered?

This quotation is provided only for UK resident employees. An employee will be covered immediately they become an employee and cover will continue whilst employed until age 65 or the **State pension age** if greater.

An employee is a person, including a director, that works for an employer under a contract of employment and is paid under PAYE. This will include full-time, part-time, permanent and temporary employees. It does not include casual workers, people who are self-employed, equity partners or those with a contract for services.

Cover will continue during a temporary leave of absence if premiums are paid:

- until age 65 or the **State pension age**, if greater, where the absence is due to ill health disablement or **statutory leave**, or
- for up to three years for any other reason.

Cover will be maintained for employees whilst they are outside the UK on holiday or travelling in connection with their business for any reason other than on **secondment**.

Event Limit

We will apply a catastrophic event limit of £5,000,000 on the total insured amount of claims arising as a result of a **catastrophic event**. Please see the policy for more details.

Terms in **bold** are explained in the Glossary on page 5.

Premiums

The premium is wholly paid by the employer, either:

- annually by electronic transfer, or
- monthly by Direct Debit.

If the premiums are paid monthly costs will be 2% higher.

The rates for your benefits are guaranteed for 3 years, however the premiums can vary with membership and salary changes. Full details of our terms are set out in the policy.

If when assuming risk you request an alternative **annual revision date**, we will produce proportionate accounts. In this instance, the period for which our underlying rates are guaranteed will be amended to coincide with the **annual revision date**.

The Canada Life Group Life Master Trust

The tax advantages are available because the benefits are provided under a **Master Trust** which Canada Life has established. Joining the **Master Trust** is a quick and simple way of gaining all the tax advantages of doing so without taking on the extra work of administering an HMRC pension scheme.

You will be required to complete a deed of participation in order to be included in the **Master Trust** which is administered by Trustee Solutions Limited (the trustee).

Cover for employees of your associated companies may be provided using a single Deed of Participation, provided that the employees qualify for this policy.

More details are available [here](#).

Making a claim

Our claims guide will help you through the process and answers some of the questions we are frequently asked.

You can download our claims guides and claims forms from our website: <http://www.canadalife.co.uk/group/instant.asp> or request them from the CLASS User Support Team, using the contact details given on page 5.

The trustee of the **Master Trust** will be responsible for the identification of any beneficiaries who will receive any claim benefit, under the terms of the trust deed.

You will be asked to provide information about the deceased and the potential beneficiaries to help the trustee's decision making process.

The trustee strongly recommends that each employee completes an 'Expression of Wish' form that will be provided to nominate who they would like to receive the money. You should ask for these in a sealed envelope from the employee and only open this on their death, ask them to review the beneficiaries annually and keep these forms until there is a claim.

Payment of benefits will be made directly to the beneficiaries.

Canada Life Group Insurance has no control over this decision making process and is not liable for any act or omission of the trustee.

How do I accept this quotation?

Ask your intermediary to put you 'on risk' by completing the Simply CLASS online process.

You can accept the quotation up to 30 days before the commencement date. Cover will start at 00.01 on the selected date. Cover cannot be backdated and cannot start on the same day that you accept the quotation.

The online 'on risk' process will provide your adviser with:

- the proposal form,
- a direct debit mandate or an invoice for a deposit premium, and
- the deed of participation.

You will need to sign and return these to us within 30 days. Failure to provide these within 30 days means payment of any claims will be affected.

Once the policy is on risk you will also be provided with the following by your adviser:

- a policy document which you should read
- a statement of account which can act as an invoice or receipt for the premiums that you have paid
- further supporting communications material e.g. 'Welcome Pack', will be provided to help you promote this benefit to your employees.

Absence Check

All employees will be covered from the commencement date if they were at work on the working day before.

Those not covered at the start of the policy will be covered when they have been working for 5 consecutive working days. Please note premiums will be charged for these employees even whilst not covered.

Anyone who is absent at the start of the policy and is not expected to return, can and should be excluded from data.

Cancelling the cover

If you want to cancel the policy you must ask your adviser to tell us. The adviser will cancel your cover using the termination facility within CLASS and we will charge you to the point where this happens. The policy will continue until we receive your instructions.

We will not backdate cancellation of cover and will charge for the time we have been providing cover. There is not a 'cooling off' period for the policy.

We reserve the right to cancel cover if:

- you do not pay the premiums within 30 days, or
- new legislation or regulations are introduced, or
- changes are made to existing regulation which affect registered pension schemes or the policy.

Glossary**'Annual revision date':**

the date in each calendar year when the premiums are calculated.

'Catastrophic event':

one originating cause, event or occurrence or a series of related originating causes, events or occurrences, resulting in the deaths of four or more employees, irrespective of when or where the employees die.

'Master Trust':

The Canada Life Group Life Master Trust established by a trust deed dated 27th January 2015.

'Secondment':

A period of time when an employee is sent to work somewhere other than their normal place of work by an employer on a temporary basis with an expectation of return to their original job, or to their original employer in their original location.

'State pension age':

the age at which the employee is first entitled to receive the basic state pension or any benefit that may replace it.

'Statutory leave':

any leave taken from employment due to an entitlement to:

- maternity leave,
- paternity leave,
- adoption leave, or
- shared parental leave.

For full information please see our **Simply CLASS Group Life policy**, available on our website.

Further information

The Company

This Group Insurance is issued by Canada Life Limited, an incorporated company limited by shares, whose head office is in the United Kingdom. Its address is:

**Canada Life Limited, Canada Life Place,
Potters Bar, Hertfordshire EN6 5BA**

What we do

Canada Life Limited is a company carrying out insurance business (also referred to as an insurance undertaking). We do not provide advice on whether the product meets your particular requirements.

Remuneration

Canada Life may pay some of our staff bonus payments which are linked to the number and/or value of the policies which we sell.

Financial strength

If you want to find out about our financial strength, including our solvency margin, you can view our Solvency and Financial Condition Report (SFCR) at www.canadalife.co.uk/adviser/about-us/solvency-2

Queries and complaints about the Policy

If you have any questions about either your Policy or your cover, please contact your adviser in the first instance. You should also contact your adviser if you wish to complain about the service you have received. If you do not have an adviser or if the matter is not resolved, please write to:

**CLASS User Support Team
Canada Life Group Insurance
3 Rivergate
Temple Quay
Bristol BS1 6ER**

You can also e-mail:

class@canadalife.co.uk

or ring **0345 223 7137**

Lines open Monday to Friday, 9am to 5pm.

Complaints which we cannot settle can be referred to the Financial Ombudsman Service:

**Financial Ombudsman Service
Exchange Tower
London E14 9SR**

Telephone: **0800 0234 567** or, for mobile phone users: **0300 123 9123**

E-mail: **complaint.info@financial-ombudsman.org.uk**

Website: **www.financial-ombudsman.org.uk**

Making a complaint will not prejudice your right to take legal proceedings.

Queries and complaints about the Master Trust

If you have any questions about the **Master Trust**, or you are unhappy with the management of the trust, please contact:

Trustee Manager
Trustee Solutions Limited
3 Colmore Circus, Birmingham B4 6BH

You can e-mail:
clgmt@trusteesolutions.co.uk

They will advise you of their complaints procedure.

If the trustee of the **Master Trust** changes you will be provided with further details.

Compensation

If we are unable to meet our liabilities, you may be able to claim compensation from the Financial Services Compensation Scheme. Further information is available from the Financial Conduct Authority and the Financial Services Compensation Scheme.

Law

The construction, validity and performance of the Policy will be governed by English law. If there is any dispute between the parties about anything to do with the Policy, the English Courts are the only courts which may make a judgement about the dispute.

Members do not have any rights under the Contracts (Rights of Third Parties) Act 1999 under the Policy.

**Our forms are available to download from our website: www.canadalife.co.uk/group
Canada Life Limited, 3 Rivergate, Temple Quay, Bristol BS1 6ER. Telephone 0345 223 8000**

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