

**MBNA LIFESTYLE PROTECT  
IMPORTANT INFORMATION**

**Demands and Needs**

For regulatory reasons, MBNA does not offer advice or recommendations about specific policies, and therefore we respectfully request that you make your own evaluations of the product we offer using the information provided here. For those eligible, Lifestyle Protect meets the demands and needs of those who wish to ensure that their minimum monthly repayments will continue to be met in the event of accident, sickness, death, involuntary unemployment or becoming a carer up to age 65, or between the ages of 65 to 70 or if permanently retired from work, for hospitalisation. If you die, or if you receive twelve consecutive monthly benefits, the balance at the time your claim event occurred plus interest and charges that resulted from it will be paid in full.

**Price**

Lifestyle Protect costs 79p per £100 of your monthly statement balance. This cost includes Insurance Premium Tax at the current rate. For example, should your statement balance be £1,000 for 3 months, then the total cost of the cover would be £23.70 (plus interest if applicable).



**Policy Summary**

This summary does not contain the full terms and conditions of your insurance policy. Full details of the terms, conditions and exclusions of your insurance policy are contained in the policy document.

**(1) This insurance is underwritten by St Andrew’s Life Assurance plc and St Andrew’s Insurance plc.** For a detailed explanation about which company underwrites which element of cover please refer to the definition of ‘We, Us, Our’ in Part 1 of the Policy Document.

**(2) Lifestyle Protect provides Life, Accident and Sickness, Unemployment, Hospitalisation, Lifestyle Events and Carer Cover.**

**Eligibility**

To be eligible for cover you must:

1. be the first-named individual on the credit card agreement;
2. have agreed to pay the monthly premium and
3. meet the age and employment status detailed in the table below.

Eligibility Requirements		
	From 18 up to 65 years of age and in work	From 65 up to 70 years of age or permanently retired
Life	✓	✓
Disability	✓	
Unemployment	✓	
Carer Cover	✓	
Hospitalisation		✓
Lifestyle Events	✓	✓

If during the period of cover you permanently retire from work or reach the age of 65, you will not be eligible for Disability, Unemployment or Carer Cover benefits but will be eligible for Life, Hospitalisation Insurance and Lifestyle benefits. If you are absent from work due to sickness or injury on the start date, your cover will start when you return to work, provided that this is within 30 days of the start date.

If you have any enquiry regarding your eligibility, please contact us on Tel. No. 0800 531 6220. You may contact us using TypeTalk, telephone 18001 0800 169 2350.

**(3) What is covered and Significant Exclusions and Limitations**

Note you must meet the eligibility requirements described in Section 2 in order to qualify for the individual covers outlined below.

The following table summarises the cover provided by your policy and significant exclusions and limitations to your policy. Please review this policy periodically to ensure it continues to meet your needs.

<b>What am I covered for?</b>	<b>How do I qualify to claim?</b>	<b>What am I not covered for?</b>	<b>Benefits in brief</b>
<p><b>Life</b> See part 3(A) of the Policy Document for full details.</p>	<ul style="list-style-type: none"> <li>- If you die.</li> </ul>	<ul style="list-style-type: none"> <li>- Death resulting from a pre-existing condition.</li> </ul>	<ul style="list-style-type: none"> <li>- The policy will pay the balance owing at the date of death.</li> </ul>
<p><b>Disability</b> See part 3(B) of the Policy Document for full details.</p>	<ul style="list-style-type: none"> <li>- If you are unable to work due to accident or sickness for a continuous period of 30 days.</li> </ul>	<ul style="list-style-type: none"> <li>- Disability resulting from a pre-existing medical condition, backache or related conditions (unless radiological evidence is available), mental or nervous disorders (e.g. depression) or stress-related conditions (unless you are under the care of, and receiving treatment from, a Consultant Psychiatrist).</li> </ul>	<ul style="list-style-type: none"> <li>- Each complete month, while the reason for your claim persists, the policy will pay 5% of the balance at the time your claim event occurred, the minimum monthly payment on your credit card statement or £30, whichever is the greatest.</li> <li>- Once the twelfth monthly benefit has been paid, or when the total benefit paid reaches the value of the balance at the time your claim event occurred, the policy will pay any remaining element of that balance including the fees and interest associated with it, and the monthly payments will cease.</li> <li>- If the reason for the claim persists for 12 months the policy will pay an additional sum up to the value of the premiums paid in the 2 year period prior to the date your claim event occurred.</li> </ul>
<p><b>Unemployment</b> See part 3(C) of the Policy Document for full details.</p>	<ul style="list-style-type: none"> <li>- If you suffer involuntary unemployment for a continuous period of at least 30 days.</li> </ul>	<ul style="list-style-type: none"> <li>- Unemployment that is voluntary or results from misconduct, unemployment that you are aware of at the start of cover or that occurs within the first 60 days of cover.</li> <li>- Unemployment that results from the non-renewal of a fixed-term contract within 180 days of the start date.</li> <li>- Unemployment that results from the expiry of a fixed-term contract unless you have been employed for 12 consecutive months and your contract has been renewed at least once, or you have been employed by the same employer on a permanent basis, but were transferred to a fixed-term contract without a break in employment.</li> <li>- If you are self employed your business must have ceased to trade as a direct result of being unable to pay its debts when due and have declared this to the Inland Revenue.</li> </ul>	
<p><b>Carer Cover</b> See part 3(D) of the Policy Document for full details.</p>	<ul style="list-style-type: none"> <li>- If your work ceases (either through resignation or a temporary unpaid leave of absence of at least 5 days) due to the need for you to become a carer for a close relative.</li> </ul>	<ul style="list-style-type: none"> <li>- We will not pay benefit if your work ceases for reasons not associated with becoming a carer, or if the sickness, disease, condition or injury of the person being cared for existed before the start date of cover.</li> <li>- If in respect of any one Carer Cover claim we pay benefit to the value of the full balance as at the time your claim event occurred, then you will not be entitled to any further benefit under the Carer Cover part of this policy until you have returned to work for a continuous period of at least 6 months and you will not be able to submit any further claims for Carer Cover to look after the same close relative with the same condition.</li> </ul>	

What am I covered for?	How do I qualify to claim?	What am I not covered for?	Benefits in brief
<b>Hospitalisation</b> See part 3(E) of the Policy Document for full details.	- If you are confined to hospital for a continuous period of 5 days.	- Hospitalisation resulting from a pre-existing medical condition, backache or related conditions (unless radiological evidence is available), mental or nervous disorders (e.g. depression) or stress-related conditions (unless you are under the care of, and receiving treatment from, a Consultant Psychiatrist).	- Similar to Disability, Unemployment and Carer Cover except that after 5 consecutive days of hospitalisation, the policy will pay 5% of the balance at the time your claim event occurred or the minimum monthly payment on your credit card statement, or £30, whichever is the greatest. Thereafter it will pay 1/30th of this for each subsequent day of your time in hospital.
<b>Lifestyle Events</b> See part 3(F) of the Policy Document for full details.	- If a close relative dies. - If you permanently retire. - If you buy a property which is to be your principal residence. - If you marry. - If you divorce. - If you have or adopt a child. - If you, your partner or your child graduate. - If you finish work to enter full-time education. - If you perform jury service.	- Claims are limited to a maximum of 2 in any one 12 month period.	- The policy will pay 5% of the balance at the time your claim event occurred or the minimum monthly payment on your credit card statement or £30 whichever is the greatest, for the period of three months from the claim event date.

#### (4) Other Exclusions/Definitions/Limitations

The total aggregate payment for any claim will not exceed £100,000.

Benefit shall not be payable under any part of this policy if you are currently receiving benefit from a prior claim on this policy.

Other exclusions, definitions and limitations apply to this policy - see the policy document for full details.

Part 1 for "Meaning of Words Used".

Part 2 for General Provisions.

Part 3 Benefits, Section A for Life Cover, Section B for Accident & Sickness Cover, Section C for Unemployment Cover, Section D for Carer Cover, Section E for Hospitalisation Cover, Section F for Lifestyle Events Cover.

#### (5) Duration & Termination

This is a monthly contract. Your cover will terminate at the earliest of the following: -

- the date you die;
- for Accident & Sickness, Unemployment and Carer Cover the date you reach the age of 65 or permanently retire from work (if earlier);
- for Life, Hospitalisation and Lifestyle Events Cover the date you reach the age of 70;
- upon non-payment of the monthly premium, or
- when the credit card agreement is closed or transferred.

**(6) Claims**

All matters relating to claims should be sent to:

Claims Management Department, PO Box 336, Esher, Surrey KT10 9WD. Telephone 0800 531 6220, Fax 01372 479451.

**(7) Complaints**

All complaints relating to this policy should be referred to: Customer Liaison Manager, St Andrew's Group plc, St Andrew's House, Portsmouth Road, Esher, Surrey KT10 9SA.

If you are not happy or the problem has not been resolved to your satisfaction, you may refer your complaint to the Financial Ombudsman Service who will undertake an independent and impartial review of your complaint. The address and telephone number is Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone 0845 080 1800. This does not affect your legal rights.

**(9) Financial Services Compensation Scheme (FSCS)**

The FSCS may assist you if we were, in some circumstances, unable to meet our liability to you. For claims against insurance firms, the first £2,000 of an insurance claim or policy is covered in full, plus 90% of the balance.

For further details please contact the FSCS on 020 7892 7300 or enquiries@fscs.org.uk.

**YOUR RIGHTS TO CANCEL**

**You can cancel your cover within 30 days of receiving your policy. You will receive a full refund of any premium you have paid. If you do not cancel your cover within 30 days, your cover will continue for the remaining period but if you subsequently cancel your cover you will not be entitled to a refund of premiums. If you want to cancel your cover, please write to Head of Insurance, MBNA Europe Bank Limited, Chester Business Park, Chester CH4 9YR or telephone 0800 169 2632.**

**Other Important Information**

This insurance is underwritten by St Andrew's Insurance plc (Registered in England No. 3104671) and St Andrew's Life Assurance plc (Registered in England No. 3104670) (The Insurers) whose Head and Registered Office is at St Andrew's House, Portsmouth Road, Esher, Surrey KT10 9SA. The main business of the Insurers is underwriting payment protection insurance, claims administration and claims settlement.

St Andrew's Life Assurance plc and St Andrew's Insurance plc are authorised and regulated by the Financial Services Authority. You can check this on the FSA register by visiting the FSA website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

UK Law will apply to the negotiations that take place prior to the conclusion of your insurance contract.

UK Law applies to the insurance contract unless you ask for another law and the Insurer agrees to this in writing before the start date of the cover.

The terms and conditions of your policy and the information provided in this document will be provided in English. During the term of your policy we will communicate using the English Language.

**MBNA Status Disclosure**

MBNA Europe Bank Limited, Registered Office: Stansfield House, Chester Business Park, Chester CH4 9QQ. Registered in England No. 2783251.

MBNA Europe Bank Limited is authorised and regulated by the Financial Services Authority (FSA).

You can check this on the FSA register by visiting the FSA website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

Under our contracts with the insurers that issue the insurance policies provided, we can only provide you with information about those particular policies. We cannot provide you with any information about any policies of the same type that are issued by any other insurers.

**Complaints**

If you would like to make a complaint please write to us at the following address: MBNA Europe Bank Limited, Customer Advocate Manager, PO Box 1004, Chester Business Park, Wrexham Road, Chester CH4 9WW.

MBNA have procedures in place which will ensure your complaint is handled fairly and quickly. However, if you are not satisfied with the outcome of your complaint, you can write to the Financial Ombudsman Service at the following address: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

**Financial Services Compensation Scheme**

The Financial Services Compensation Scheme will normally cover at least 90% of your insurance benefit if we become insolvent and are unable to meet our obligations. For further details please contact the FSCS on 020 7892 7300 or enquiries@fscs.org.uk.

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