

Cover for life's health **knock-backs**

Multi-Claim Protection Cover from Royal London



ROYAL
LONDON

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Life is difficult to predict

Royal London has designed a new type of protection cover to help customers better plan for the unknown.

Multi-Claim Protection Cover is a unique, severity-based policy aligned to the progression of modern medicine and health.

It protects you from a broad range of possible health setbacks that may impact you and your lifestyle.

It is designed to be easy to understand, so you know when you are entitled to make a claim, and to potentially pay out multiple times over the lifetime of your policy.



Multi-Claim Protection Cover

It provides financial support based on the potential impact caused by a medical condition or treatment.

It gives you cover for the impact of a serious illness such as a heart attack or receiving cancer treatment. But that's not all. It also covers other life impacts, for instance, a long hospital stay such as after a serious road traffic accident or significant surgeries like a hip replacement.

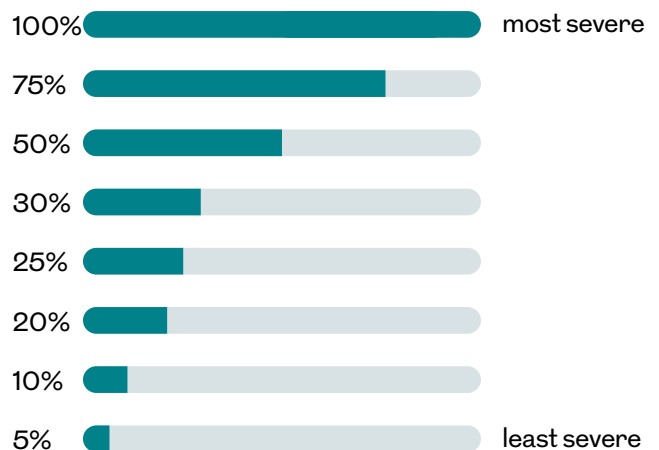
This policy can pay out 5% to 100% of your cover (or your sum assured) depending on the illness or condition.

- It can **pay out multiple times for different illnesses** over the lifetime of the policy.
- It can also **trigger multiple claim components for one illness**.



For covered illnesses or treatments that have a more serious impact, it pays out a higher amount, up to 100% of your cover. Whereas for less serious illnesses or treatments covered under the policy, it will pay out potentially less than 100%, keeping the rest of your cover in place for any future, potentially more severe illnesses.

The percentage of your cover we can pay ranges from:



Even after a claim for a serious illness, as long as you haven't claimed all (100%) of your cover, you will still have cover in place. You can continue to claim on the policy, as needed, until you have claimed the full amount of your cover.

After a claim, your monthly payments (premiums) will not change.

In the event of a successful claim, this policy pays a guaranteed percentage of your cover, depending on the severity of your illness or condition.

This is **paid directly to you, and you can choose to use this money as you wish.** For example, to help with your expenses and monthly bills, taking a holiday to recuperate, taking time off work, or making adaptations to your home if needed due to the impact of the illness.

Unlike Health Insurance*, the sums of money provided by Multi-Claim Protection Cover are not based on the cost of the medical expenses incurred.

You decide how much cover you want when you first take out the policy. Over the lifetime of your policy, portions of that cover may be paid out at different times, depending on your need to make a claim.

The policy **includes built-in life cover**, which means it may pay all of your remaining sum assured as a lump sum if you die, or are diagnosed with a terminal illness, during the term of the policy. You can also choose to include Additional Life Cover with your Multi-Claim Protection Cover.

It also includes cover for family impacts, such as **comprehensive children's cover, separate to your own cover.**

You have the option to increase your cover amount by adding Indexation (a feature to help offset inflation) when you first take out the policy or through our Guaranteed Insurability Option. This allows you to increase your cover amount after certain life events without having to answer any medical questions. There will be an additional cost when you take up either Indexation or the Guaranteed Insurability Option.

***Multi-Claim Protection Cover and Health Insurance**

What's the difference between Multi-Claim Protection Cover and Health Insurance and how can they complement each other? While we'd recommend speaking with your Financial Broker for advice on what policy will provide the right type of cover for you, we have created a separate guide to explain the difference between Multi-Claim Protection Cover and Health Insurance. Please ask your broker for a copy or see royallondon.ie.



Policy Features

Multi-Claim Protection Cover provides a financial safety net for a broad range of health conditions and treatments.

It provides benefits that are related to the impact these health events would likely have. It includes cover for various cancer treatments, heart and neurological conditions, surgeries and much more. By paying claims incrementally, when the financial support is most needed, you can make ongoing choices about your lifestyle and care.

The following table shows the health events that would trigger a claim on your policy. In each case, the listed percentage would be paid if a claim is admitted, and if the amount paid is less than 100% you will still have cover remaining. Each claim paid will reduce your remaining cover by that percentage. Having the amount of cover payable for a claim event in percentages means it's possible cover can continue after a claim or claims so there is protection for any future health setbacks. Claims can continue to be made until the full sum assured has been paid out. **Multiple claim events can be triggered for one illness, depending on its health impact and the medical treatments required, adding up to a maximum of 100%.**

It's important to note that your cover (increased, where applicable, by Indexation or any increases under the Guaranteed Insurability Option) is the maximum amount that will be paid out in total.

You can find an example of how this works on the following pages.

Claims Triggers

100% cover paid

Claims trigger	Details
Death	A key feature of this policy is that it isn't just for illnesses or health conditions. It will also provide cover in the event of death, meaning your family or next of kin may be paid 100% of your cover (or remaining cover) to help financially at that difficult time.
Terminal Illness	A terminal illness diagnosis may trigger 100% of your cover (or remaining cover) to be paid.
Major organ transplant	Receiving or being on the waiting list for an organ transplant (heart, kidney, liver, lung or pancreas) has an extreme impact on a person's life. So, it may trigger 100% of your cover (or remaining cover) to be paid.
Motor Neurone Disease – defined list	The severity of this disease and the extreme impact it has means, if diagnosed, 100% of your cover (or remaining cover) may be paid out.

75% cover paid

Claims trigger	Details
Permanent reliance on specific external medical devices	If you permanently rely on medical devices like oxygen, dialysis or feeding tubes it can have a severe impact, 75% of your cover may be paid out.

50% cover paid

Claims trigger	Details
<ul style="list-style-type: none"> • Multiple Sclerosis and Devic's Disease • Dementia including Alzheimer's Disease • Parkinson's Disease • Parkinsonian Syndromes 	If diagnosed with one of these Neurological Disorders, resulting in specified symptoms, 50% of your cover may be paid out.
<ul style="list-style-type: none"> • Loss of speech • Loss of hearing • Loss of sight 	The permanent loss of one of these senses may each trigger 50% of your cover to be paid out.
Heart Failure	If you suffer from permanent heart failure, of specified severity, 50% of your cover may be paid out.

30% cover paid

Claims trigger	Details
Stroke	If you have a stroke, resulting in specified symptoms, 30% of your cover may be paid out.
Psychiatric admission – involuntary	An involuntary stay in a psychiatric facility in Ireland or the UK, or the undergoing of electro-convulsive therapy, may result in a payment of 30% of your cover.

25% cover paid

Claims trigger	Details
Loss or paralysis of limb	Loss of, or permanently losing the use of, an arm, leg, hand or foot may result in a payment of 25% of your cover.

20% cover paid	
Claims trigger	Details
Major Surgery – specified procedures	Open heart or bypass surgeries, brain tumour or brain aneurysm surgeries, and surgeries to remove a lung or colon or an invasive tumour may all result in a payment of 20% of your cover (for each).
Heart Attack	If you have a heart attack, 20% of your cover may be paid out.
<ul style="list-style-type: none"> • Chemotherapy • Radiotherapy • Bone marrow and/or stem cell transplantation • Immunotherapy for Cancer treatment 	<p>If you are referred for one of these cancer treatments, 20% of your cover may be paid out.</p> <p>These treatments can only be claimed once. If you are referred for the same treatment again, you may claim the Continuing Cancer Treatment Benefit.</p>
Continuing Cancer Treatment Benefit	If we pay you a claim for any of the cancer treatments listed above and on or after the first anniversary of you starting that treatment, you are undergoing or repeating one of these treatments, 20% of your cover may be paid out.
Rehabilitation at the National Rehabilitation Hospital	If, after being in hospital, you need to be admitted to the National Rehabilitation Hospital in Ireland for at least 14 continuous days, 20% of your cover may be paid out.

10% cover paid	
Claims trigger	Details
Intermediate Surgery – specified procedures	If you need surgery that is not categorised as a major surgery as listed above, but is categorised as an intermediate surgery, you may claim 10% of your cover. The surgeries covered in this category are listed in the product brochure and the policy conditions.
Long Stay Hospitalisation (before age 60)	If, after an accident or serious illness you require a long-term stay in hospital for at least 28 continuous days (in Ireland or the UK), 10% of your cover may be paid out.
Intensive Care Unit (ICU) admission	If you are in an ICU for 48 continuous hours or more, 10% of your cover may be paid out.
Functional incapacity for self-care	If you are not able to wash or dress yourself without help for six months or longer, 10% of your cover may be paid out.
Functional incapacity for feeding oneself	If you are not able to feed yourself without help for six months or longer, 10% of your cover may be paid out.
Functional incapacity for mobility	If you are not able to walk from room to room on one level of your home without help for six months or longer, 10% of your cover may be paid out.
Functional incapacity for continence	If you cannot manage your bowel or bladder functions for six months or longer, 10% of your cover may be paid out.

5% cover paid	
Claims trigger	Details
In-patient rehabilitation – of at least 14 continuous days	If, after being in hospital, you need to be admitted for physical rehabilitation at a hospital or nursing home facility for at least 14 continuous days, 5% of your cover may be paid out.
Angioplasty	If you need to have an angioplasty, for example if you need a stent inserted, (the various types of angioplasty are listed in the product brochure), 5% of your cover may be paid out. This can be paid on two occasions.

Terms and conditions do apply and are fully explained in the policy conditions document. If you would like a copy please let us know, or contact your Financial Broker.

Multi-Claim Protection Cover in action

Thankfully, we have seen great strides in medical diagnostics and treatments.

These advancements mean that many serious illnesses are being diagnosed earlier and treated more effectively.

It also means that more people are likely to be diagnosed with, and be treated for, a serious illness. For example, 1 in 2 people¹ in Ireland will develop cancer during their lifetime and it's predicted that Ireland will see a doubling of cancer incidence rates by 2045.²

But there is good news. Because more illnesses are detected earlier, in many cases serious illnesses are having a lesser impact on peoples' lives. Following treatment, many return to life as normal in a short space of time.

Take a look at the following example which shows how Multi-Claim Protection Cover could work for a person being treated for cancer.

Pricing Examples:

What can you expect to pay for Multi-Claim Protection Cover?

- A single, non-smoker aged 39 who wants a sum assured of €100,000 for a 25-year term would pay €45.77 per month.
- A single, non-smoker aged 34 who wants to spend €50 per month for a 25-year term could get a level sum assured of €172,196.

Premiums quoted as at January 2021 include 1% Government Levy.

Cases are non-indexing, without conversion and do not include Additional Life Cover.

1 National Cancer Registry Ireland, 2020: https://www.ncri.ie/sites/ncri/files/pubs/NCRI_Annual%20Report_2020_01122020.pdf

2 National Cancer Registry Ireland, 2019: https://www.ncri.ie/sites/ncri/files/pubs/CancerIncidenceProjections_NCRI_fullreport_09042019_final.pdf

Example



Louise is 35, single with no children and a non-smoker.

She takes out a single life Multi-Claim Protection Cover policy for a sum assured of **€80,000**. It's for a 20 year term and her premiums are **€23.68 per month**.*

Cover

€80,000



When diagnosed with a cancer in situ, Louise is referred for surgery to remove the tumour.

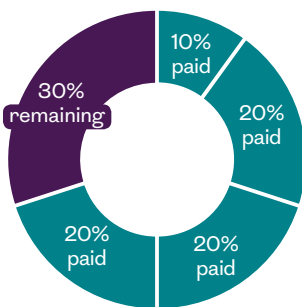
- 10% paid out as an intermediate surgery is needed.

€8,000

Multi-Claim Protection Cover would pay out 10% of Louise's cover, €8,000 at this time. This is paid directly to Louise to spend however she wishes. This would leave Louise with €72,000 cover for any future illnesses or health setbacks covered under her policy.

Cover remaining

€72,000



When Louise is 52, she is diagnosed with Breast Cancer, and referred for a mastectomy, along with chemotherapy and radiotherapy.

- 20% paid out as chemotherapy is needed
- 20% paid out as radiotherapy is needed
- 20% paid out as a major surgery (mastectomy) is needed

€16,000

€16,000

€16,000

Multi-Claim Protection Cover would now pay out 60% of Louise's cover, €48,000. This is paid directly to Louise to spend however she wishes.

So far, €56,000 (70%) of Louise's cover has been paid out. This leaves Louise with €24,000 cover for any further illnesses or health setbacks covered under her policy.

Cover remaining

€24,000

* Premium quoted as at January 2021, including 1% Government Levy. It is for a non-indexing benefit without Conversion or Additional Life Cover.

Cover for family impacts included

We understand that if something were to happen your child, naturally, that would have an impact on your life too.

In addition to the cover listed on the table starting on page 6, your policy includes the following:

Children's cover

If your child was to become seriously ill, we will pay you a portion of your cover (the amount you put in place when you first took out the policy) to help you financially at that tough time.

This is a **separate payment and your own cover under the policy would not be affected.**

For example, if your child was to undergo a major organ transplant we would pay 50% of your initial sum assured to a maximum of €25,000. You can make multiple claims per child, if you need to, until the €25,000 limit is reached. This would have no effect on your own cover.

You can find a full list of the health events that would trigger a claim for your children and the percentage paid, if the claim is admitted, in the Multi-Claim Protection Cover brochure.

All of your children from their birth or adoption until their 18th birthday (25th birthday if in full time education) are covered during the term of the policy.

In addition to this, we offer a separate life cover payment of €7,000 for children from the age of 3 months until their 18th birthday (25th birthday if in full time education). This would have no effect on your own cover.

Premature birth cover

If your child was born very premature, another separate payment would be made. A benefit of €5,000 will be paid to you if you have a baby born before or during the 32nd week of pregnancy that survives for 7 days afterwards.

This is a **separate payment and your own cover under the policy would not be affected.**

Terms and conditions apply. Full details on the relevant claim events are available in the product brochure and policy conditions document.

Helping Hand service included

Our Helping Hand service is available to use from the day your policy starts – not just when making a claim. It doesn't cost anything extra to use and your partner and children can use it too.

If you ever suffer a serious illness, injury or bereavement, Helping Hand provides you with the additional support you might need beyond a financial payout.

We work with a company call RedArc who'll give you access to the support of a dedicated nurse. They'll provide tailored and personal support whenever it's needed, for as long as it's needed.

To help speed up recovery, specialist therapy may also be provided through Helping Hand, such as bereavement counsellors, speech and language therapists, a face-to-face second medical opinion, complementary therapies, physiotherapy for serious health conditions and many others according to nurse assessment.

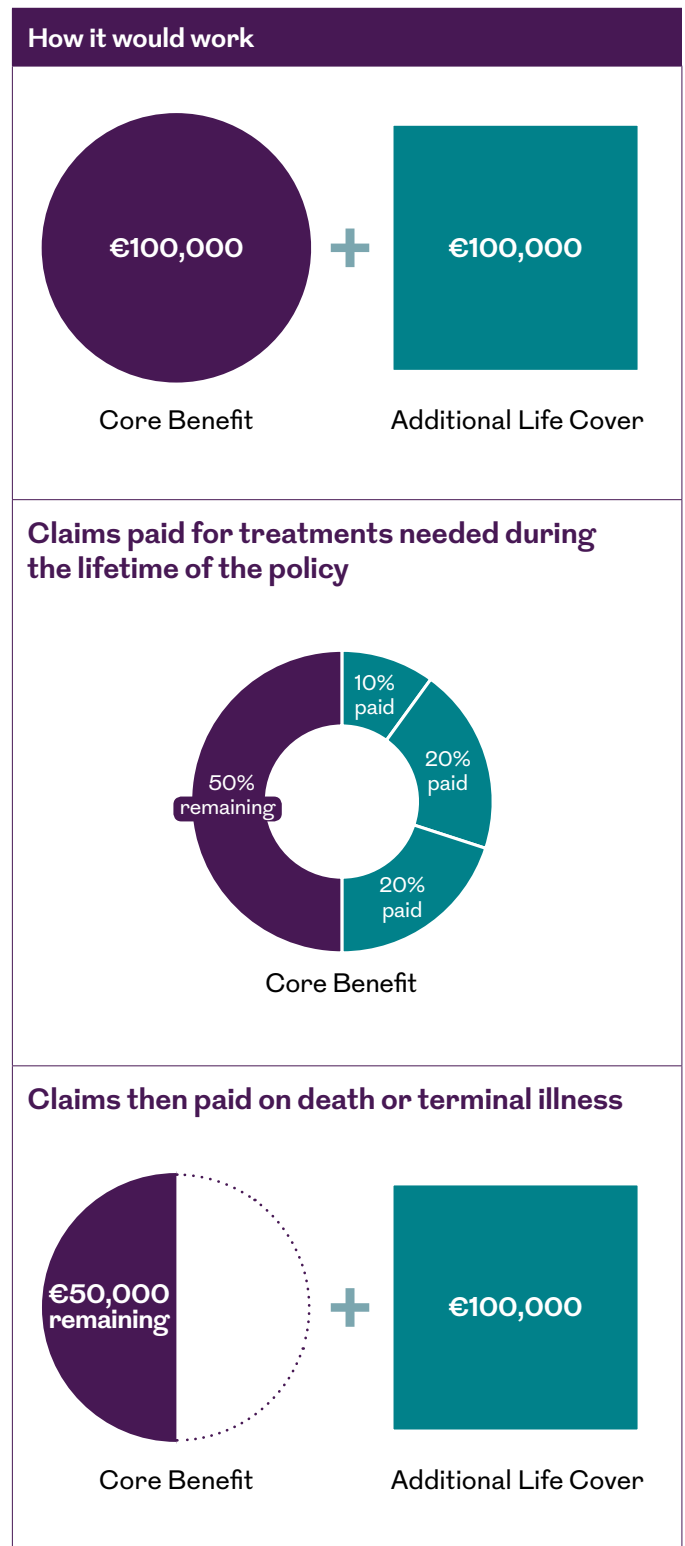
Helping Hand is an additional service offered on all new Royal London policies. The service can be amended or withdrawn at any time.

Additional option

You can choose to include extra life cover with your Multi-Claim Protection Cover policy.

This Additional Life Cover would be **separate from your Multi-Claim Protection Cover's Core Benefit** which you can claim for health events during the lifetime of the policy.

This extra life cover would be a fixed amount (unless you add Indexation) and would be paid out to your family or next of kin if you died while the policy was in place.



About Royal London

We are committed to looking after the interests of our customers.

We've a strong heritage in Ireland and have been protecting customers here for over 190 years, most recently known as Caledonian Life.

Over that time, we've been protecting people like you who want a trustworthy and straightforward company they can rely on for their life, specified serious illness, multi-claim protection and income protection cover.

Our products are only available from authorised Financial Brokers, who offer financial advice to help you meet your needs.

We are part of the Royal London Group that employs over 4,300 people, provides around 8.6 million policies and is financially strong and secure with more than €164 billion in Group funds under management.

And when you need us, we're only a phone call away in our Dublin office.

Figures as of 30/06/2020.

We recommend discussing your options with your Financial Broker. They can make sure your policy choices best suit your needs and personal circumstances.

Terms and conditions do apply and are fully explained in the policy conditions document. If you would like a copy please let us know or contact your Financial Broker.

This flyer is for illustration purposes only and does not form any part of any contract. Before making a final decision, you should read the full product brochure and policy conditions booklet as terms and conditions apply.





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