

Funeral Payment Helping Hand

Extra support when it's needed most



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Welcome to Royal London

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

Today we are owned by The Royal London Mutual Insurance Society Limited – the largest mutual life, pensions and investments company in the UK. Our parent company's mutuality means we share a common sense of integrity and purpose, with no external shareholders. Whoever you are and whatever your aims, we'll look to provide you with great long-term value, first class service and support at all times.

This guide tells you how Royal London's Funeral Payment Helping Hand feature works.



Funeral payment helping hand feature

The death of a loved one is always a traumatic time. But, in the midst of the grieving process, a funeral needs to be arranged and ultimately paid for.

Whilst most life assurance claims are paid immediately after acceptance of the claim, sometimes there is no remaining legal owner of the policy and payment must wait until ownership is determined. This is done by means of a grant of probate. This process can take a long time to complete. In such cases, the probate process must be complete before we pay out the full claim.

Our Funeral Payment Helping Hand feature is simple. Royal London will pay for Funeral Director costs where we accept a death claim but payment is delayed due to probate. We will pay an advance payment of the cover in place, up to the value of €10,000, **to cover Funeral Director Costs**. This payment can be made to the Funeral Director directly or to the Executor(s) of the estate. The Funeral Director costs will then be deducted from the lump sum the policy will provide, as soon as a grant of probate has been achieved.

It can be good to be prepared

Our research indicates that, on average, it takes 489 days to receive a grant of probate in Ireland.* This could cause a significant impact to your family's financial position during the intervening period. This means that even though you have taken positive measures to protect your family financially, if you were to pass away there may not be immediate funds available to pay for a funeral. Royal London's Funeral Payment Helping Hand feature can help to bridge that gap.

*Royal London Ireland - Probate Position Paper 2017.



How does it work?

Royal London is committed to acting in our customers' best interests and we are focused on paying claims quickly and efficiently.

Once we have confirmed that we will accept the claim, your family can receive an advance payment of up to €10,000 from the cover you have in place to cover Funeral Director costs. Then, when probate has been granted and we can pay the full claim, we will pay the Executor(s) your sum assured minus the amount drawn down to pay for the cost of your funeral.

The Payment

This advance payment is only available to cover costs from Funeral Directors, which can include:

- a coffin
- burial costs
- church fees
- cremation
- death notices
- plot
- services of Funeral Director, e.g. hearse/car

The payment will be made to the Funeral Director directly or to the Executor(s) of the estate. Brokers and Executor(s)/solicitors acting on behalf of the family will be notified of this payment once it has been made.

This feature is limited to death claims and only covers Funeral Director costs up to a maximum value of €10,000.





How to make a claim

We understand that when someone makes a claim, it is at a difficult time in their lives. So we believe it's important to make things as easy as we can and to treat every claim with care and compassion.

Our Funeral Payment Helping Hand feature aims to provide a better claims experience for customers and to help avoid any unnecessary financial burden linked to a funeral.

How can my family avail of the Funeral Payment Helping Hand?

- 1 Contact your Financial Broker or the Royal London Claims Department in Dublin, on 01 429 3386 or email claims@royallondon.ie.
- 2 As soon as we are notified of a death claim where probate may be an issue, our claims team will explain that our Funeral Payment Helping Hand feature is available and how it works.
- 3 We will then need to receive either the Funeral Director's invoice or receipt.
- 4 Payment will be made to the Funeral Director directly or to the Executor(s) of the estate.
- 5 We will let the relevant people know, e.g. Brokers and Executor(s)/solicitors, once the advance payment has been made.

Good to know

The Funeral Payment Helping Hand feature is available on all Royal London life cover policies where the destination of the proceeds has not been predetermined. The feature can be amended or withdrawn at any time.





Want to know more?

If you have any questions about the Funeral Payment Helping Hand feature or your plan you can contact your Financial Broker. They will be happy to provide you with any additional information you need. See details below.

Financial Broker Stamp:

For information on other Royal London plans visit our website:



WEBSITE
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Feedback on the content and clarity of this booklet is very welcome.

Please email feedback@royallondon.ie

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