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# Royal London Funeral Plan Policy Summary

This summary lays out the key benefits and limitations of Royal London's insurance policy which forms part of your Royal London Funeral Plan.

Just to be clear, this booklet is only a summary of your policy and does not contain the full terms and conditions.

The full terms and conditions are contained in a separate booklet, which you should have also received.

**If you have any questions, please call us on 0345 600 7788.**

We can't give you financial advice – so you should read this summary to help you decide if this policy is right for you. If you're not sure, contact an independent financial adviser.

You can find one in your area at [www.unbiased.co.uk](http://www.unbiased.co.uk), or by calling **0800 020 9430**. You may have to pay for financial advice so be sure to check the costs beforehand.

## **What is the Royal London Funeral Plan insurance policy?**

The Royal London Funeral Plan insurance policy forms part of your Royal London Funeral Plan. It pays out on your death to cover the cost of your chosen funeral package, which is carried out by Ecclesiastical Planning Services using its national network of funeral directors.

Ecclesiastical Planning Services is entitled to claim on your insurance policy on your death in order to cover the cost of your funeral package.

If you choose to make an additional payment into your funeral plan towards the cost of extras that aren't included in your funeral package, this contribution payment will form part of your insurance policy. This is only available with the Traditional Funeral Plan.

You're guaranteed to be accepted if you're 50 to 80 years old and are a resident in the UK. You won't have to tell us about your health.

## **Your demands and needs**

Royal London can only give you facts, not personalised advice. You need to use this information to decide if this policy is suitable for you.

This funeral plan meets your demands and needs if you wish to arrange your funeral in advance and spread the cost to ensure your chosen funeral package is provided on your death.

## **What does it cost?**

Your monthly payments depend on your age and the funeral package that you choose. You can personalise your funeral plan by paying for additional features which will increase the cost of your policy.

The amount we will pay for a claim will depend on the funeral package that you choose. We will confirm what your monthly payments will be before you take out a funeral plan.

## How long does my policy last?

For your chosen funeral package to be carried out, you must keep up your monthly payments until the first anniversary of your policy on or after your 90th birthday (your Final Payment Date) or until you die – whichever is sooner.

The total amount you pay for your policy will depend on how long you live. You may end up paying more than the final cost of your funeral package.

 Find out more in section 1 of the terms and conditions booklet on page 3.

## The benefits of the Royal London Funeral Plan insurance policy

### Full cover after just one year

If you die after the first year and you've made all your monthly payments, your chosen funeral package will be carried out through your funeral plan when the time comes. Ecclesiastical Planning Services will arrange your funeral package with the funeral provider.

 Find out more in section 1 of the terms and conditions booklet on page 4.

### If you cancel or stop paying after your halfway point

If you've made all of your payments up to the date which is halfway between the start of your funeral plan and your Final Payment Date, your funeral package won't be carried out. Instead, you'll qualify for a contribution towards the cost of a funeral, which will be paid to your personal representatives when you die.

 Find out more in section 1 of the terms and conditions booklet on page 6.

## Taking a payment holiday

If you've had the policy for more than a year you may be able to take a 'payment holiday' of up to six months. You'll need to contact us to arrange this. You can only take up to two payment holidays during the life of your policy and these must be at least 12 months apart. For your policy to continue after each holiday you'll have to make up the missed payments and start making your monthly payments again.

 Find out more in section 3 of the terms and conditions booklet on page 8.

## **Limitations of this policy**

You can't cash in your policy at any time and the policy only pays out on death.

You pay to the policy anniversary date after you turn 90, or until you die, whichever comes first. It's worth remembering that depending on how long you live for, you could pay more in than the money paid out when you die.

### **Death in the first year**

If you die within the first year of your plan as a result of an accident, your funeral package won't be carried out, but we'll pay out the value of your policy to your personal representatives instead.

However, if your death was not accidental we will only pay back everything you've paid up to that point.

 Find out more in section 1 of the terms and conditions booklet on page 5.

### **You can't increase or reduce your monthly payments**

 Find out more in section 3 of the terms and conditions booklet on page 8.

### **If you cancel or stop paying before your halfway point**

If you stop paying, or cancel your policy before making all of your payments up to the date which is halfway between the start of your funeral plan and your final payment date, the policy will end. That means that your funeral package won't be paid for and you won't get a refund of what you've paid so far.

 Find out more in the terms and conditions booklet in section 1 on page 6.

### **What happens if I'm not allocated a funeral provider when I buy my funeral plan?**

When you buy your funeral plan you will be allocated a funeral provider to carry out your chosen funeral package, if one is available at that time based on your address. If there isn't one available at the time you buy your funeral plan, Ecclesiastical Planning Services will attempt to find and appoint a funeral provider within 30 days of the date your funeral plan starts (as shown in your policy schedule).

If Ecclesiastical Planning Services are unable to appoint a funeral provider to carry out your chosen funeral package within that time we'll cancel your funeral plan and refund any payments you've made.

# How to make a claim

## Who to contact

If the person covered by this policy (also known as the planholder) dies during the first year of their funeral plan starting please contact Royal London directly on 0345 266 5400.

If the planholder dies after the first year of the funeral plan starting please contact the funeral provider shown on the planholder's certificate of entitlement. The person arranging the funeral will need to provide the certificate of entitlement to the funeral provider. The funeral provider will confirm the plan details and status with Ecclesiastical Planning Services.

 Find out more in section 2 of the terms and conditions booklet on page 7.

## Who we will pay the policy proceeds to

In some circumstances we'll make a payment to your personal representatives, instead of Ecclesiastical Planning Services.

We've summarised below who we will pay to.

- If you die as a result of an accident during the first year of the policy – we'll pay out the value of your policy to your personal representatives.
- If you die during the first year of the policy and it wasn't because of an accident – we'll return all payments you've made to that point to your personal representatives.
- If you die after the first year of your policy and your payments are up to date – we'll pay Ecclesiastical Planning Services the amount needed to cover the cost of your funeral package, and we'll pay the proceeds of any contribution payment to your personal representatives.
- If you cancel or stop paying and you've made all your payments up to the point which is halfway between the start of your policy and your Final Payment Date – we'll pay a contribution towards a funeral to your personal representatives when you die.
- If you die during your cooling-off period – we'll return all payments you've made to that point to your personal representatives.

 Find out more in section 1 of the terms and conditions booklet on page 4 and in section 2 on page 7.

## **Will any amounts paid out from my policy be taxed?**

If any amounts are paid into your estate, inheritance tax may have to be paid on them.

Please bear in mind that tax rules may change in the future, which could affect the taxes paid on your claim amount.

If you're unsure of your tax position you should seek professional advice.

## **Cancelling this policy**

If you cancel within 30 days of the date you received your policy schedule, we'll refund any monthly payments that you have made. You can cancel after 30 days has passed, but you won't get any payments refunded.

If you want to cancel, please call 0345 600 7788.

 Find out more in section 5 of the terms and conditions booklet on page 11.

## **How to complain**

If you want to make a complaint about Royal London or this policy, please call 0345 600 7788.

If you're not happy with our response, you may be able to take your claim to the Financial Ombudsman Service.

 Find out more in section 4 of the terms and conditions booklet on page 9, including how to complain about your chosen funeral package

## **How is my policy protected?**

Your policy is covered by the Financial Compensation Scheme (FSCS).

In the unlikely event that Royal London was unable to pay claims because it had stopped trading, you should be able to claim from the FSCS if your funeral package hasn't already been carried out. You can find out more by visiting [www.fscs.org.uk](http://www.fscs.org.uk) or contacting the scheme directly using the details below.

Post: Financial Services Compensation Scheme, PO Box 300,  
Mitcheldean, GL17 1DY

Phone: 0800 678 1100 or 0207 741 4100

**If you would like this  
information in a different format,  
such as large print, in Braille or on a CD,  
please call 0345 600 7788**



The Royal London Group consists of The Royal London Mutual Insurance Society Limited and its subsidiaries. The Royal London Mutual Insurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The firm is on the Financial Services Register, registration number 1 17672. Registered in England and Wales number 99064. Registered office: 55 Gracechurch Street, London, EC3V ORL.

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Ecclesiastical Planning Services Planning Services Limited is a registered provider of funeral plans with the Funeral Planning Authority and complies with their rules and code of practice. Registered in England number 2644860. Registered office: Beaufort House, Brunswick Road, Gloucester, GL1 1JZ.

The insurance policy is regulated by the Financial Conduct Authority. The funeral package is not regulated by the Financial Conduct Authority.