

# Whole Life Assurance

Reminder of important facts



Life & Health Insurance



## What is a Whole Life policy?

A Whole Life policy will pay out a lump sum benefit when the life covered dies.

## Where your money is invested

We invest your payments, together with the payments of other with-profit policyholders, into the RLCIS OB & IB Fund, referred to here as the with-profits fund. The with-profits fund's investment strategy is to achieve growth by investing in a wide range of assets, comprising UK and overseas shares, government and other bonds, property, cash and other investments. We hold a wide range of assets so that there is less risk to the value of the with-profits fund than if we invested mainly in a single type of asset, which may do very well or very badly.

The value of the investments behind your policy may go up or down but we guarantee a minimum payout on the death of the life covered.

We explain how we manage the with-profits fund in the Principles & Practices of Financial Management (PPFM) of the RLCIS OB & IB Fund document available on our website [royallondon.com/PPFM](http://royallondon.com/PPFM).

## PPFM changes

There have been a small number of updates to PPFM Practices to refine our bonus setting methods and to improve clarity.

## Bonuses

We aim to add annual bonuses to your policy and may also add a final bonus on death. This is your share of the profits

from the investment returns. There is no guarantee that we will add bonuses in any particular year.

## Guaranteed minimum payout on death

When the life covered dies we guarantee that we will pay at least the guaranteed minimum policy value which includes any annual bonuses that we have already added to the policy.

## Personal details you provided

The medical and personal information you and/or the life covered gave us when you applied for your policy forms the basis of your cover. If any of this information is incorrect or missing then your policy may be invalidated, or your benefits reduced.

If you believe this may be the case then you should let us know.

## Claiming when the life covered dies

Please contact us if you wish to make a claim under this policy. We may require a copy of the death certificate.

## Surrendering your policy

You can surrender your policy at any time. At the time of surrender we will pay a fair value based on the payments you have made, plus any investment return we have achieved, less any expenses we have incurred. This value may be lower than the amount we guarantee to pay on death.

If you decide to surrender your policy, you should consider whether you have sufficient life cover to meet your needs.

## Fully paid date

When you took out your policy, you agreed to make payments to a specified date or age. Once this date is passed, your payments will stop but you remain on full cover.

## Stopping your payments

It is possible to stop paying into your Whole Life policy, however this will reduce the value of the policy and the amount of life cover you have.

## Optional income benefit

You may have purchased Income Benefit cover with your Whole Life policy.

This benefit provides an additional payout of a regular income to your estate, if you die. The income would be paid up to the end of the Income Benefit policy term and this would be a different term to that of your Whole Life policy.

The regular income can usually be converted to a lump sum and we will let you know whether this is possible, at the time of claim.

The Income Benefit part of your policy does not have an investment element and so there is no surrender value payable.

## Optional periodical payments

The Whole Life policy you chose may benefit from additional periodical payments throughout your policy term. Please refer to the original documentation for details of these payments.

We will contact you when these payments are due.

## Investing Responsibly

Driven by our Purpose, we look to act and invest responsibly. Visit [royallondon.com/responsiblebusiness](https://royallondon.com/responsiblebusiness) to find out more about our approach to investing responsibly, as well as our climate commitments, and our stewardship and sustainability reporting.

## Additional information

Many different types of Whole Life policies have been sold over the years. Please refer to your original policy documents for other product(s) features that may be applicable to your policy.

This guide is intended to be a concise reminder of the main features of the product(s) which you have purchased. We supplied a contract for the product to you when you made your purchase and you should refer to this and any contract endorsement which we may have sent you for full information. In the event of conflict between this guide and any contract, the contract will prevail.

If you need more information contact our  
Customer Contact Centre

**0345 605 7777**

Monday to Friday 8am to 6pm excluding  
bank holidays.

or visit [Royallondon.com/RLCIS](https://royallondon.com/RLCIS)

**We're happy to provide your documents in a different format, such as braille, large print or audio, just ask us when you get in touch.**



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