



Key Features of the Windsor Life Lifelong Protection Plan

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The Financial Services Authority is the independent financial services regulator. It requires us, Windsor Life, to give you this important information to help you decide whether our Lifelong Protection Plan is right for you. You should read the document carefully so that you understand what you are buying, and then keep it safe for future reference.

With this document you will find a personal illustration showing the benefits included and how the plan may work for you. You should read your illustration with this document.



Key Features of the Windsor Life Lifelong Protection Plan

Its aims

- To provide one or more benefits to enable you to tailor your protection needs. We can provide the following benefits according to the choices you have made:
 - A cash lump sum if you die or are diagnosed with a terminal illness
 - A cash lump sum if you are diagnosed with a critical illness
 - A cash lump sum if you are diagnosed as being permanently disabled
 - A regular income replacement benefit if you suffer illness or injury leading to a loss of earnings
 - Waiver of Premium Benefit. This is where we pay your premiums for you if you are unable to do so after 6 months of incapacity.
- You can find more information on these benefits in sections 8 to 12.
- Protection benefits may last either throughout your life or for a shorter period. This choice affects the amount of premium you pay.
- To give you an opportunity to invest in unitised funds to provide a targeted sum at a given date.

Your commitment

- To agree to pay regular premiums for as long as you wish the benefits to last.
- To tell us if you change employment, if you move to another country, or if you change your smoking habits.
- To give us all the information we ask for when applying for your policy and when claiming benefit. If you do not do this, we may not pay out your benefit.
- To tell us of any claim within the time limits we set.

Risks

- This policy is unit linked, which means it is linked to the value of investments held in fund(s) of your choice. If investment performance is worse than assumed, the benefits may be lower than shown on your illustration.
- If you stop paying your premiums then your cover will stop when all the units attached to your policy are used up to pay the cost of providing the cover.
- We will not pay out in the circumstances described under the headings **When will the policy not pay out?**
- The charges taken off to cover the cost of providing benefits are not guaranteed and we may review them at any time.
- The benefit we pay under Income Protection, if chosen, may affect your claim to some means tested State Benefits. It may also affect your claim to benefits under other Income Protection policies. Your right to any State Incapacity Benefit won't be affected.
- State Benefit rules may change.
- The present tax treatment of the policy's Income Protection benefits, if you choose them as part of your policy, may change.

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- If you do not disclose all relevant information, or if the cause of a claim is related to an exclusion on your policy, the policy will not pay out.
- The Income Protection cover may be less than you need if you don't review it regularly to keep it in line with your earnings. On the other hand if your income does not support your chosen cover, then your benefit will be reduced. We won't give you back any of your premiums if this happens.
- We will review your policy regularly, at intervals of not greater than 5 years. Your premium may increase because of changes in your lifestyle, investment performance, or changes to our charges. If investment performance or charges vary from those assumed in the illustration, we will give you options to change your policy to ensure that your policy remains suited to your current circumstances. The policy may automatically expire if you do not choose one of the options we offer.
- Due to the impact of inflation, the money that the policy provides may buy less in the future than the same amount would today.



Questions and answers

This section aims to answer some questions you may have about this policy. Where relevant, the answers will direct you to where you can find further information.

Questions 1 to 12 aim to answer general questions about the policy. Questions 13 to 17 cover any queries you may have about the individual benefits this plan offers. You should read each section carefully to decide which benefit or benefits are right for you.

1. What is the Lifelong Protection Plan?

- A flexible whole of life policy, designed to provide a range of protection benefits that you can select together or separately. The policies can provide a cash lump sum or monthly income depending on the benefits you choose.
- It does this by investing your premiums in investment funds.
- Whole of life means it does not have a maturity date and therefore ends when a death, terminal illness, disability or critical illness claim is made.
- All the benefits, not including Income Protection Insurance, may be issued on either a single life or a joint life first death basis. Joint life first death means that under a policy issued in the names of two lives assured, the benefit is payable on the first of the lives to die, suffer from a critical or terminal illness or be diagnosed with a total permanent disability. The Income Protection Insurance benefit may only be issued under single life.
- How much there may be in your fund at any time depends on investment performance and how much your benefits cost.
- Each year, at your policy anniversary we will notify you of the number of units held, the unit price and the value of units.
- The Life and terminal illness policy has no minimum or maximum term. All other policies have a minimum term of 5 years.
- Income Protection Benefit only – It provides a regular benefit if you suffer illness or injury leading to a loss of earnings. You select the features of the policy to make sure the cover is right for you. You decide
 - the amount of benefit you need,
 - how soon you need the benefit to start, and
 - for how long you want the cover to last.

You pay regular premiums to keep the cover in force.

We provide cover until the policy ends no matter how many claims you make.

You tell us when illness or injury has stopped you working.

We pay an income for as long as the claim is valid.



2. Are the death and disability benefits guaranteed?

- If you have chosen the death and/or disability benefit, we guarantee to pay the benefits while your policy remains in force. This is provided you have given full information about your health in the proposal given to us.
- The value of the benefit will be the sum assured or the value of units whichever is greater. The policy will then stop.
- We have provided more questions and answers for each of the benefits this plan offers. These can be found on the following pages. Please read these carefully to decide which benefits are right for you.

3. Are there any age restrictions?

- The minimum age that a policy can be taken out is 16 for all benefits.
- The maximum age depends on the benefit taken.
 - Life Assurance benefit – the maximum age is 80. Critical Illness Cover (CIC) may be included up to a maximum age of 74. Total Permanent Disability benefit may be included up to a maximum age of 59.
 - Standalone CIC - the maximum age is 70.
 - Standalone Total Permanent Disability benefit – the maximum age is 55.
 - Standalone Income Protection Insurance - maximum age is 55.

4. How often can I pay premiums, and how much can they be?

- You can pay premiums are monthly, quarterly, half-yearly or yearly by direct debit.
- The minimum premium for any of the benefits is £10 a month or £100 a year.
- Premiums are subject to the minimum levels set by us from time to time.
- You can choose to pay the same premium for the term of the policy, or ask for the regular premiums to increase each year on the date shown on your Policy Schedule. One of the following annual increase options may be selected at the start date of the policy:
 - the increase in the Retail Prices Index (RPI), or
 - a fixed percentage in the range 0%-5%.
- 100% of your premiums will be allocated to buy units, after taking off the costs of the waiver benefits if chosen.



5. Which funds can I invest in?

- Premiums will buy units in one or more of Windsor Life's investment funds.
- It is important to remember that the value of units can go down as well as up. Many funds invest in unit trusts on preferential terms with experienced and sizeable fund management groups.
- If you choose the Life and Terminal Illness policy there are currently 14 funds to choose from. Please see the **Investment Funds** area of the **Further Information** section for a list of them.
- For all other policies only the deposit and managed funds are available.
- You should be aware that some funds have a higher risk associated with them than others.
- You may switch funds at any time. The first 4 switches in each policy year are free and after that, we currently charge £20 for each switch.

6. What if I stop paying premiums?

- If you stop paying premiums then, provided the policy has gained a cash value, we will make it paid up. This means the policy will continue and we will take charges from any fund you have built up to pay for your benefits.
- If your funds are used up to the extent that it is no longer possible to pay for the benefits, then the policy and your cover will stop.
- You may restart premiums at any time while the policy is still in force, subject to evidence of continued good health.

7. Can I cash in the policy?

- You can cash in (surrender) the policy at any time. There are no penalties for doing this. The surrender value will depend on the price of units at that time and what benefits you have chosen. We have provided further details in the bullet points below.
- Please note that the value of units can go down as well as up. You may get back a lot less than the premiums paid in, as we will have taken the cost of your protection benefits from your fund.

Death and terminal illness

- If you cash the policy in you will receive the value of the units allocated to your policy at that time.



Critical illness, Total Permanent Disability or Income Protection Insurance

- If you cash in the policy you will receive the lower of the value of the units allocated to your policy and the premiums paid.

8. What are the charges?

- The premium payments shown in your illustration include all the costs of administration, underwriting, claim expenses and the fees payable for any medical examinations, which we may ask you to attend.
- We make a monthly deduction to cover the cost of providing any of the benefits you have selected.
- Each fund carries an annual management charge of 0.95%, which is taken from the value of the fund(s).
- In addition, the funds bear their own investment expenses (including any fees charged by and rebates given by unit trust managers where applicable). The amount of the investment expenses varies by fund. These will increase the charge on the funds and the approximate range of charges are set out in the **Investment Expenses** area of the **Further Information** section.
- Units are allocated to the policy at the unit offer price on the date of receipt of premium. Units are sold at the bid price. There is no difference between the offer price and bid price.

9. What about tax?

Fund taxation

- We will pay corporation tax on the income and realised capital gains, net of indexation, from the underlying investments. This tax liability will be taken off the fund and will be reflected in the unit price.

Personal taxation

- If you are a basic rate taxpayer, the benefits paid out by the policy are completely free of tax.
- If you are a higher rate taxpayer you may have to pay the difference between higher and basic rate tax on any investment gains.
- The proceeds of policies not placed in trust may be liable to inheritance tax.

Please remember that tax rules and rates can change.



10. How often will you review my policy?

- We will review your policy at intervals of not greater than every 5 years.
- If this review suggests the fund may not support your protection benefits over the intended term, then we may recommend that you increase your premiums.
- If you do not follow our review recommendations then your policy may not provide the intended benefits.

11. What happens if I lose touch with you?

- It is your responsibility to let us know where you live. We will make every effort to trace you if you move away, but you should not rely on this.
- If we cannot contact you, we will not be able to:
 - tell you about changes in legislation;
 - give you statements about how your fund is performing; or
 - tell you what benefits are available to you.

12. Can I change my mind?

- After we accept your proposal, we will send you a Cancellation Notice. If you do not want the policy, you will then have 30 days to send back the completed Cancellation Notice.
- We will refund any money you have paid free of any charges.



13. Death and terminal illness cover

The amount of benefit that can be paid - You choose the level of benefit you need.

What is the Terminal illness benefit? - If you are diagnosed with an illness that means you have less than 12 months to live, we will pay the benefit amount chosen by you or the value of the fund, whichever is greater. The policy will then stop.

When will the policy pay out?

- We should be notified as soon as possible of a death or terminal illness claim. Once we are satisfied that we have the correct paperwork, we will pay out the benefits under this cover.

When will the policy not pay out?

- We will not pay the benefit because of the following:
 - incapacity, due to or arising from HIV or AIDS
 - self-inflicted injury
 - taking of alcohol or drugs other than under the directions of a registered medical practitioner
 - aviation, except as a fare-paying passenger
 - war (whether declared or not)
 - criminal acts
 - riot
 - participation in any form of race

We will not pay benefit for death caused by an insured person committing suicide in the first year of the policy.



14. Total and Permanent Disability cover

The amount of benefit that can be paid - You choose the level of benefit you need between a minimum and maximum amount.

How long the cover should last - You choose for your policy to end when you think you would no longer need the benefits but no later than age 60.

When will the policy pay out?

- You should tell us as soon as possible of a claim. Once we are satisfied that we have the correct paperwork, we will pay out the benefits under this cover.

When will the policy not pay out?

- We will not pay benefit because of the following:
 - incapacity, due to or arising from HIV or AIDS
 - self-inflicted injury
 - taking of alcohol or drugs other than under the directions of a registered medical practitioner
 - aviation, except as a fare-paying passenger
 - war (whether declared or not)
 - criminal acts
 - riot
 - participation in any form of race



15. Waiver of Premium cover

- This is automatically part of your policy unless you decide not to pay for it, or we decline following advice from our underwriting department, or you are already aged 50.
- We will pay your policy premiums for you after 6 months of incapacity (or the deferred period if it is on an Income Protection policy), subject to the following conditions:
 - (i) you are unable to perform any occupation because of illness or injury; and
 - (ii) during the 12 months immediately before incapacity, you were working an average of at least 30 hours a week.
- We will waive premiums until whichever of the following occurs first:
 - (i) you return to work
 - (ii) the policy lapses
 - (iii) your 60th birthday
 - (iv) the policy stops through a death, terminal illness, critical illness or disability claim.
- You may only include waiver of premium before your 50th birthday.
- The cost of waiver benefit is 3% of each regular premium, for each life covered.
- Waiver may be selected for either or both lives on a joint life policy



16. Critical Illness cover

Which critical illnesses does the policy cover?

- The complete list of conditions we cover is shown below:
 - Blindness
 - Cancer
 - Coma
 - Coronary artery bypass surgery
 - Deafness
 - Heart attack
 - Kidney failure
 - Loss of limbs
 - Loss of speech
 - Major organ transplant
 - Multiple sclerosis
 - Paraplegia
 - Stroke
 - Third-degree burns
 - Total permanent disability before age 60
- **Please remember that the heading of each critical illness is only a guide to what we cover.**
For example, we do not cover some types of cancer. Further details of how we will consider your claim, including the definitions we use and the evidence we will need, are given in the Policy Provision document. You may ask us for a copy of this document.

How much does the policy pay out?

- You decide how much benefit you would like this policy to pay out. The higher the level of benefit, and the longer the period of cover, the higher the monthly premium will be.
- The policy only pays out benefit once and then all cover ends.
- The enclosed personal illustration shows whether critical illness is included, the period of cover, how much cover you have chosen, and your monthly premium.

When will the policy not pay out?

We will not pay benefit for a critical illness in the following circumstances

- If you do not provide us with the information required.
- If you do not make a claim within 6 months of the critical illness being diagnosed.
- If the insured person dies within 28 days of the condition being diagnosed.
- If the claim is for a total permanent disability from a cause that arose while the insured person was living abroad, unless living in one of the listed countries shown in the policy provisions.
- If a claim arises within 3 months of you reinstating a policy that had previously ended.
- If the cause of the claim results from aviation, criminal acts, drug abuse, failure to follow medical advice, hazardous sports or pastimes, HIV/AIDS, self-inflicted injury or war or civil commotion.

Full details of what we cover, and any limits to the cover, are given in the Policy Provisions document. You may ask us for a copy of this document. We may apply specific exclusions when we accept your policy and if applied we will show these in the Policy Schedule.



17. Income Protection cover

How do I make sure that the policy meets my needs?

The amount of benefit that can be paid - You choose the amount of benefit you need.

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- The maximum we will provide is:
 - (i) 60% of gross earnings up to £30,000
 - (ii) 30% after that up to a further £30,000
 - (iii) 15% after that up to a maximum of a further £50,000, regardless of your earnings

Remember tax and national insurance are taken from your normal earnings but not from the benefits we pay you.

- See also the section **When will the policy pay out?** and **Other income which is likely to reduce your benefit**

The earnings on which to base your cover - When choosing your cover, remember that if you claim we will pay the benefit based on your pre-incapacity earnings as follows:

- (i) If you are employed – these are your pre-tax earnings for Pay As You Earn (PAYE) assessment purposes in the 6 months before you became unable to work.
- (ii) If you are self-employed – these are your share of pre-tax profit from your trade, profession or vocation after deduction of your trading expenses, in the 6 months before you became unable to work. This is described in Schedule D Case I and II of the Income and Corporation Taxes Act 1988.

- We will ask for evidence of your earnings during this period. Remember that we do not take income from investments or savings into account.

Increasing your cover

- You may choose to increase your premiums and initial level of benefits by 3% each year, when you take out this policy.

- See also the section **The amount of benefit that can be paid**

- A premium increase will apply when your cover increases.



- When benefit payments start** - There will be a period of continuous absence when you are first unable to work for which we do not pay benefit. This is known as a deferred period. You can choose between 13, 26 or 52 weeks. The longer the deferred period, the cheaper your policy will be. Your choice should allow for any earnings, which you expect to continue after you stop working, such as sick pay, or how long you're prepared to live off savings.
- How long can benefits be paid** - We will pay the income and continue to waive premiums until whichever of the following occurs first:
- (i) you recover and are no longer incapacitated
 - (ii) you return to work
 - (iii) the policy ends but not after your 60th birthday
 - (iv) the policy stops through your death, terminal illness or a disability claim.
- If you return to work with a lower income or if you partially return to work, a proportionate benefit will continue to be payable.
- How long the cover should last** - You choose for your policy to end when you think you would no longer need the benefits but no later than age 60, or your retirement date if sooner.
- Medical and other details we may need** - Your application will include questions about your medical history, finances, and other personal circumstances. It may be followed by a medical examination.

How flexible is it?

This section deals with the choices you can make once your plan has started.

- Regular review of your cover** - You should consider how your earnings and living costs have changed since you last reviewed your cover.
- If you wish to increase your cover, by more than any indexation rate already chosen, please contact us. It will be subject to a fresh assessment of your health, occupation, and pastimes. Your premium payments to us will increase.
- Change of occupation** - You should tell us of any change in your occupation. We will decide if this has any effect on your premiums and/or benefit levels. If there are any amendments to be made, we will write to you. If you do not tell us and later make a claim, your claim may be affected.



When will the policy pay out?

- When to claim** - When you are unable to work, because of illness or injury, resulting in a loss of earnings.
- The deadline for claiming** - Tell us as soon as possible but not after 8 weeks from when you were first incapacitated.
- The extent of incapacity** - Our usual definition of incapacity is **continuously and totally disabled by means of sickness or accident from performing any part whatsoever of your own occupation, or any other occupation for which you are suited by reason of your skills or knowledge.** The use of **totally** in our definition is to distinguish from partial incapacity and we will apply a reasonable, non-literal interpretation.
We will tell you if we want to apply a different definition.
- How we assess your claim** - We will look at the duties of your occupation, and your ability to do them.
- We will ask for evidence of your earnings. If employed, we will need your last P60, if self-employed, your last audited accounts.
- We will then consider your ability to work in an alternative occupation.
- You will qualify for benefit if you are unable to perform the essential duties of your occupation and any other occupation to which you are suited by education, training or experience resulting in a loss of earnings, and are not doing any other work.
- How long we pay your claim for** - We will pay your benefit until the first of the following happens:
- you recover and are no longer incapacitated
- you return to work
- the policy ends but not after your 60th birthday
- the policy stops through your death, terminal illness or a disability claim.
- Claiming again after returning to work** - There is no limit to the number of claims you can make.
- You must restart premium payments when your claim ends so your cover is maintained.
- If you need to claim again for the same cause within 6 months of returning to work then the deferred period will not apply.
- Returning to part-time or less well paid work** - As well as the money you earn we will pay you a reduced benefit, which takes account of your lost earnings.
- The benefit will increase in payment if you choose this option at the start of your policy.



- How we pay benefits** - Benefits are payable from the end of the deferred period.
- Premium payments when claiming** - You should continue your premiums until we accept your claim.
- However, you don't need to pay any premiums to us while we are paying your benefit.
- Other income which is likely to reduce your benefit** - We will reduce the benefit we pay if any of the following take you over the maximum allowable (which is explained in **The amount of benefit that can be paid**)
- continuing payments from your employment, such as sick pay
 - pension payments, unless you would have received them if you were still working
 - other insurance benefits, if they arise because of your incapacity and either result in regular payments to you or make regular payments on your behalf, such as mortgage payments.
 - if you receive any means tested State Benefit, such as Incapacity Benefit, Income Support.
- If we reduce your benefit we don't refund any of your premium payments and your cover remains unchanged unless you choose to reduce it.
We will not reduce your benefit if you receive Investment income

When will the policy not pay out?

- We will not pay benefit because of the following:
 - incapacity, due to or arising from HIV or AIDS
 - self-inflicted injury
 - taking of alcohol or drugs other than under the directions of a registered medical practitioner
 - aviation, except as a fare-paying passenger
 - war (whether declared or not)
 - criminal acts
 - riot
 - participation in any form of race
 -
- We may sometimes add other conditions. If so, we will tell you before you start your policy.
- If you travel to or live in any country other than the United Kingdom or the Republic of Ireland for more than 3 months in any consecutive 12-month period, we may impose other terms and conditions or cancel this element of the policy.

What will my premium payments be?

- Your illustration will show the normal cost of the cover you have chosen.



- Your premium payments depend on your age, sex, occupation, hobbies, medical history and on the level and features of the cover you choose. We will tell you the actual cost you will pay once we have assessed your application.
- Payments to us are monthly, quarterly, half-yearly, or yearly by direct debit.

What about tax?

- Present UK tax law and Her Majesty's Revenue and Customs (HMRC) practice means that you do not get tax relief on premiums or pay tax or national insurance contributions on your benefits. This may change in the future.



Key Features - Further Information

This section aims to give you more detailed information about the plan, in addition to the Questions and Answers section.

Type of Policy

A flexible non-qualifying whole of life policy, that is designed to allow you to balance savings with life assurance and/or a range of protection benefits.

General

- We will only communicate with you in English.
- We do not offer financial advice, and all business you take out with us is on an execution only basis. (This means that you make your own decision and tell us what you want us to do after reading the information we send to you.)
- The law of England will apply to any disagreements about the policy.

Investment Funds

If you choose the Life and Terminal Illness policy there are currently 14 funds to choose from, which we have listed below. For all other policies only the deposit and managed funds are available. You should be aware that some funds have a higher risk associated with them than others.

American: This fund invests in North American equities, with exposure to both large and small companies. The fund aims to provide long-term capital growth. Capital growth is less predictable because of the type of investment, the foreign content and exchange rate variations. This increases the risk of the actual investment returns being less than those assumed in your illustrations.

Balanced: This fund invests in UK Government issued fixed interest stocks (gilts) and directly held equities of FTSE_{TM} 100¹ UK companies. The fund aims to provide long-term capital growth.

Deposit: A UK fund investing in short-dated money market instruments and cash deposits with leading financial institutions.

The aim of the fund is to provide capital protection with growth at short-term interest rates.

European: This fund invests in European equities, both in countries within the EURO zone and those outside, with the aim of providing long-term capital growth. Capital growth is less predictable because of the type of investment, the foreign content and exchange rate variations. This increases the risk of the actual investment returns being less than those assumed in your illustrations.

Far East: This fund invests in unit trusts whose investments are in Japan and the Pacific Rim countries. The fund aims to provide long-term capital growth. Capital growth is less predictable because of the type of investment, the foreign content and exchange rate variations. This increases the risk of the actual investment returns being less than those assumed in your illustrations.

Index-Linked: A fund investing in UK Government index-linked stocks (index-linked gilts). The returns from index-linked treasury stocks are linked to the Retail Prices Index; however the returns from the Fund are linked to the underlying price of the stock, which can go down and well as up.

International: This fund invests in global equities, held both directly and via unit trusts, with the aim of providing long-term capital growth. Capital growth is less predictable because of the type of investment, the foreign content and exchange rate variations. This increases the risk of the actual investment returns being less than those assumed in your illustrations.

Japan: This fund invests in unit trusts whose investments are solely Japanese, with the aim of providing long-term capital growth. Capital growth is less predictable



because of the type of investment, the foreign content and exchange rate variations. This increases the risk of the actual investment returns being less than those assumed in your illustrations.

Managed: A managed fund with the investments spread over all the major areas - equities (UK and foreign), gilts and other fixed interest stocks, property and cash deposits. The objective is to provide steady long-term returns while safeguarding the fund against unnecessary risks.

Property: This fund invests in UK property, with exposure to all the main property and geographical sectors. The fund aims to provide long-term capital growth. Please note that you may not be able to switch or cash in your units in the Property fund immediately as the property may not always be readily saleable.

Special Situations: This fund invests in a mix of unit trusts and direct equities, investing in both UK and overseas equities. The aim of the fund is to provide long-term capital growth. Capital growth is less predictable because of the type of investment, the foreign content and exchange rate variations. This increases the risk of the actual investment returns being less than those assumed in your illustrations.

UK Equity: The fund invests in a wide range of UK equities, held in both unit trusts and direct equities, with the aim of providing long-term capital growth.

UK Equity Tracker: This fund aims to track the FTSE_{TM} 100 Index¹. It invests directly in the companies, which comprise the index, with the aim of providing long-term capital growth.

UK Fixed Interest: A managed fund investing in high-quality, sterling dominated fixed interest stocks. Although the income from fixed interest stocks is fixed, the price of the underlying assets can go down as well as up due to changes in interest rates.

Investment Expenses

The above funds bear their own investment expenses (including any fees charged by and rebates given by unit trust managers where applicable). The amount of the investment expenses varies by fund. These will increase the charge on the funds and the approximate range of charges are set out below:

• American	0.10% - 0.25%
• Balanced	0.00% - 0.10%
• Deposit	0.00% - 0.10%
• European	0.00% - 0.25%
• Far East	0.25% - 0.50%
• Index-Linked	0.00% - 0.10%
• International	0.10% - 0.25%
• Japan	0.10% - 0.25%
• Managed	0.10% - 0.25%
• Property	0.10% - 0.25%
• Special Situations	0.25% - 0.50%
• UK Equity	0.10% - 0.25%
• UK Equity Tracker	0.00% - 0.10%
• UK Fixed Interest	0.00% - 0.10%

These rates are determined by experience and therefore may vary in the future. In addition, Windsor Life reserves the right to vary these charges. The Windsor Life funds and corresponding unit prices are currently valued daily.

A Guide to Critical Illness Cover

The Association of British Insurers (ABI) give general information about critical illness cover in their booklet **A Guide to Critical Illness Cover**. You can get a copy at www.abi.org.uk or by writing to:

The Association of British Insurers
51 Gresham Street
London
EC2V 7HQ

¹ FTSE_{TM}100 Index is a registered trademark of the London Stock Exchange plc and the Financial Times Limited.



Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our responsibilities. The FSCS currently covers 90% of the total claim. You can get more information about compensation arrangements from the Financial Services Compensation Scheme.

Questions and complaints

For further information about or changes to your policy, please contact

Windsor Life
Customer Services Department
Windsor House
Telford Centre
TF3 4NB

Telephone: 0800 073 1777

If you want to complain about any part of the service you have received, please contact our Customer Services Department at the address above. We have a complaints procedure and you can ask us for a copy of this.

If you are not happy with how we deal with your complaint, you can then complain to

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone 0845 - 0801800

If you contact the Financial Ombudsman Service, or make a complaint, it will not affect your right to take legal action.

Please note

This leaflet complies with the ABI Statements of Best Practice for Critical Illness Cover and Income Protection Insurance. It is a guide to our Lifelong Protection Plan and is based on our understanding of current laws and tax rules. Further details are given in the policy schedule and the policy documentation. You should get expert advice about the legal and tax information in this leaflet.

These Key Features (TP400 version 0.4 KF 03/10) are a guide to the product. They are based on Windsor Life's understanding of the current Law of England and HM Revenue & Customs practice as at March 2010. The statements made relate only to the packaged products of Windsor Life and its marketing group. Full details are contained in the policy document, which is a legally binding contract between you and Windsor Life.