



GUARANTEED LIFE

KEY FEATURES

KEY FEATURES – GUARANTEED LIFE

Introduction

This Key Features document sets out the main issues which should be considered before buying this policy. It explains what the policy is, how it works and the risks involved. It should be read in conjunction with the individual life indication we sent to you and the proposal form. We recommend that appropriate independent financial advice is sought if you have any questions or doubts on the suitability of this policy.

Description of the policy

This summary tells you the key things you need to know about our Life Assurance policy. It doesn't give you the full terms of the policy. You can find these in our policy terms and conditions. When you take out a policy, we'll send you a policy schedule. You should read this carefully because it shows what's included on your policy.

This policy is:

- underwritten by 1Edge Insurance PCC Limited acting on behalf of its cell, 1Edge Insurance Cell 1 ("the Insurer") which is licensed to carry on international insurance business by the Guernsey Financial Services Commission (GFSC) – GFSC Ref. No. 2771296. 1Edge Insurance PCC Limited is a protected cell company with liability limited by shares incorporated in Guernsey under the Companies (Guernsey) Law, 2008, as amended ("Companies Law").
- arranged by Pulse Insurance Limited (FRN: 308626) who acts on your behalf, who is authorised and regulated by the Financial Conduct Authority ("FCA"). Pulse Insurance Limited (No 3492137) is registered in England and Wales. Registered office: 6 Oxford Court, St. James Road, Brackley, Northants. NN13 7XY.
- administered by Hive Insurance Services Limited (FRN: 308655) ("We, Us or Our") is authorised and regulated by the Financial Conduct Authority ("FCA"). Hive Insurance Services Limited (No 3179382) is registered in England and Wales. Registered office: Ground Floor Unit 4 Bredon House Almondsbury Business Centre, Bradley Stoke, Bristol, England, BS32 4QH.

Its aim

Guaranteed Life is a life assurance policy which pays out a stipulated Sum Assured if the life assured dies during the period of the policy. The policy is for one year only. There may be an option to renew your cover at the end of the policy year (subject to availability).

Your commitment

- To provide accurate and complete answers to the questions on the Proposal Form.
- To inform us immediately of any changes to the information given on the Proposal Form before the commencement of your policy.
- Complete a Direct Debit Mandate or to agree to pay premiums annually by electronic transfer or another acceptable method.
- You need to pay all your premiums. If the payments stop, you will no longer be covered (and we won't return any premiums already paid).
- To notify us during the period of the policy of any change to your address.
- You need to regularly review the cover you've got to make sure it meets your needs.

Risk Factors

- The Insurer will not pay a claim if death is due to:
 - a pre-existing condition,
 - misuse of alcohol or drugs,
 - suicide or a self-inflicted injury during the first 24 months of cover or,
 - if by doing so they will be in breach of any sanction, prohibition or restriction imposed by law, regulation or resolution
 - travel to a region where the Foreign, Commonwealth, & Development Office (FCDO) or any relevant successor department in the United Kingdom government has advised against travel to or,
 - war or acts of war as more fully described in the policy wording
 - Nuclear, biological or chemical contamination
- This policy has no cash-in value at any time. The Sum Assured is only payable on death and there is no benefit payable at expiry of the Policy.
- The terms and conditions of the policy cannot be altered once it has commenced.
- If the life assured fails to provide full, truthful and accurate answers to the questions on the Proposal Form the Insurer may decline to pay a claim.

QUESTIONS & ANSWERS – GUARANTEED LIFE

How do I apply?

Please contact your financial adviser who will make your application.

What is the minimum age that I can apply for this policy?

18.

Will the premiums ever increase?

No. Once your application has been accepted, the premium payable on commencement is guaranteed for the period of the policy.

What will happen if I miss a monthly premium?

We will write to you at your last known address or by e-mail provided by you and advise you that the premium has not been received. We will set out the procedure for bringing your payments up to date. If you are unable to keep paying the premiums, the policy will be cancelled and cover will cease. There is no financial penalty payable.

Can I increase the sum assured?

It may be possible to increase the amount of the Sum Assured. However, the life assured will be required to complete a full Proposal Form. Please ask your financial adviser if you require further details.

Can I reduce the sum assured?

If you find that the premium you are paying is unaffordable or your need for cover changes, you can reduce the lump sum payable, subject to agreement of Insurer. You should write to us at the address below. We will then consult with the Insurer and advise how we can assist you. We recommend that appropriate independent financial advice is sought if you have any questions or doubts about the level of cover you need to meet your liabilities.

Can I extend the period of the policy?

No. The policy term cannot be extended. However, it may be possible to renew the policy once it expires.

Can I cancel the policy without incurring any cost?

You have a statutory right to cancel the policy within 30 days from the date of the policy commencing by completing and returning the cancellation form included with the policy documents.

You may cancel the policy at any time after the 30th day after the commencement date of the policy by contacting Hive Insurance Services using the contact details below. No premiums will be refunded if the policy is cancelled after the 30th day after the commencement date of the policy.

You should instruct your bank to cancel the Direct Debit Mandate provided once we have confirmed cancellation.

What fees or charges do I have to pay?

These are included in the premium payable and comprise commission which may be shared between Pulse Insurance Ltd, Hive Insurance Services Ltd and your financial adviser and an administrative fee which is retained solely by Hive Insurance Ltd. No other fees are payable.

Your adviser will give you details about the cost of the policy. This will depend on the sum assured

What happens if the life assured dies during the period of the policy?

The person looking after the life assured's affairs should contact us using the contact details below. A Claim Form will be sent to you. In order for the claim to be assessed, you will need to complete and return the Claim Form together with the original Death Certificate.

In addition, the Insurer may need some, or, all of the following evidence depending on the nature and circumstances of the claim:

- Proof of who legally owns the Policy.
- Medical reports and records.
- Coroners and/or police reports.
- Such other information as may reasonably require to assess the claim.

Is the Sum Assured taxable?

Based on our understanding of current legislation, which could alter during the period of the Policy, benefits payable on death are usually free of all United Kingdom income and capital gains tax. Other taxes may apply, and you should consult your Financial Adviser for advice.

Can I place the Policy in Trust?

Yes. Please ask us for the appropriate Flexible Trust or Relevant Life Trust Document.

Alternatively, you may ask your legal adviser to prepare a bespoke document.

How do I contact my policy administrator?

You may contact Hive Insurance Services Ltd in the following ways:

In writing: Hive Insurance Services Ltd Ground Floor Unit 4 Bredon House Almondsbury Business Centre, Bradley Stoke, Bristol, England, BS32 4QH

By email: enquiries@hiveinsure.co.uk

By phone: 01454 619500.

Complaints

Our aim is to provide You with a high-quality service at all times, although We do appreciate that there may be instances where You feel it is necessary to lodge a complaint.

If You are unhappy with any element of Our service concerning the sale and administration of Your Policy, please contact:

In writing: Hive Insurance Services Ltd Ground Floor Unit 4
Bredon House Almondsbury Business Centre, Bradley Stoke,
Bristol, England, BS32 4QH

By email: enquiries@hiveinsure.co.uk

By phone: 01454 619500.

We will acknowledge receipt of your complaint in writing within 5 working days and give you Our response to your complaint at this time if We can. If We are unable to respond to you within this period of time, We will provide you with Our complaints procedure, (which is available on Our website and on request) as well as further details as to when We will likely be in a position to respond.

If We cannot settle your complaint to your satisfaction, you may be eligible to refer your complaint to the Financial Ombudsman Service ("FOS").

The FOS is an independent and free to access service in the UK for settling disputes between consumers and businesses providing financial services. you can find more information on the FOS at www.financial-ombudsman.org.uk or in Our complaints procedure which is available on Our website or by request.

If **You** wish to complain about the **Insurer**, please contact:

Company: 1Edge Insurance PCC Limited
Address: Suite 1 North, 1st Floor, Albert House, South Esplanade, St Peter Port, Guernsey, GY1 1AJ
Tel: 0207 8469 946
Email: hello@1Edgeinsurance.gg
Office hours: 09:00 to 17:00 M–F (Exc. Bank Holidays)

Private individuals

- If you are: an individual consumer

If you remain dissatisfied after the Insurer has considered your complaint or if they have not provided a response within 3 months, you have the right to refer your complaint to the Channel Islands Financial Ombudsman:

Channel Islands Financial Ombudsman

Address: PO Box 114, Jersey, Channel Islands, JE4 9QG

Tel: +44 1534 748610 International

Fax: +44 1534 747629

Email: enquiries@ci-fo.org

Web: <https://www.ci-fo.org/>

FINANCIAL COMPENSATION IF WE OR YOUR INSURER FAIL

Policy Administrator

We, your Policy Administrator, are covered by the Financial Services Compensation Scheme ('FSCS'). This means you may be entitled to compensation from the scheme if We cannot meet Our obligations. This depends on your circumstances and the circumstances under which you make a claim for compensation. Further information is available from the Financial Conduct Authority or the FSCS. The latter can be visited on the web at www.fscs.org.uk or by contacted the FSCS on 0207 892 7300.

Insurer

The Insurer is **not** covered by the FSCS. This means you will **not** be entitled to compensation from the FSCS if the Insurer were to fail. There is no equivalent compensation scheme available to you via the Guernsey Financial Services Commission or under Guernsey law.

The Insurer is a licensed insurance Company in Guernsey and regulated by the Guernsey Financial Services Authority ('GFSC'). As such, the Insurer is required to maintain solvency in line with Guernsey's regulatory requirements.

The Insurer is therefore required to hold a specified level of capital resources as prescribed by The Insurance Business (Solvency) Rules 2021, to meet its finance business commitments and to withstand the risks to which the business is subject. Willis Towers Watson (NASDAQ: WTW) are engaged as the Insurance Manager for the Insurer and act as the General Representative of the Insurer and are responsible for monitoring and reporting to the GFSC compliance with the solvency requirements imposed.