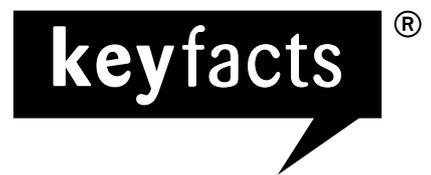




Over 50s Life Plan

Key Facts



Welcome to AIG

American International Group, Inc. (AIG) is a leading international insurance organisation serving customers in more than 130 countries and jurisdictions. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc.

AIG Life Limited is the life insurance arm of AIG in the UK, Channel Islands and Isle of Man. We provide financial and practical support for individuals, families and businesses when illness or injury threatens their life, lifestyle or livelihood. We recognise the value in the Financial Conduct Authority initiative of Treating Customers Fairly.

We believe that if we treat you, our customer, fairly at all stages, then this will enhance our core values and lead to better service. Therefore we are committed to ensuring that we embed the principles of Treating Customers Fairly within every aspect of our business.

About this Key Facts document

If you're thinking about taking out the AIG Over 50s Life Plan, it is important that you read this Key Facts booklet thoroughly and keep it in a safe place.

This Key Facts document should be able to answer any questions you might have. But if there's anything that isn't clear or you have any questions, call 0845 600 6820 between 8.30am and 8pm Monday to Thursday and 8.30am and 5.30pm Friday.

This Key Facts document is a brief guide to the cover we offer and does not set out the full terms and conditions of the AIG Over 50s Life Plan - these are available in the Plan Details document. You can get a copy of the Plan Details by calling the number above or emailing enquiries@aiglife.co.uk.

This document is based on our understanding of current law and tax rules. If you're thinking of taking out this cover, you may wish to get expert advice from an Independent Financial Adviser who can look at your personal circumstances and help you make the decision that's right for you.

Contacting us by telephone

Whenever you call us for any reason we may record or monitor phone calls in order to make sure we have an accurate record of the instructions we are given. We may also record or monitor phone calls for training purposes, to improve the quality of our service and to prevent and detect fraud.

Who provides the Over 50s Life Plan?

Over 50s Life Plan is provided by AIG Life Limited. We specialise in protection insurance – such as life insurance, critical illness cover and income protection. The plan is only available to customers resident in the United Kingdom, Channel Islands or Isle of Man.

What is the maximum amount of cover I can apply for?

You can take out more than one Over 50s Life Plan, but there is a limit to how much we will cover you for under this type of plan.

The maximum we will cover you for is limited to a total premium of £50 per month per individual across all the AIG Over 50s Life Plans that you hold (this limit only includes the value of the premium at the start of each plan and does not apply to any annual increases).

If you take out more than this limit, your claim will be reduced or declined in line with the maximum premium we allow.

About Over 50s Life Plan

Its aims

- To pay a guaranteed lump sum to your estate if you die after you've had the plan for two years.
- To pay a guaranteed lump sum to your estate if you die as the result of an accident within two years of taking out the plan.

Your commitment

- To pay the premium every month until you die, or until your 90th birthday – whichever happens sooner.

Risk factors

- If you stop making payments before your 90th birthday, you will no longer be covered.
- Your total payments into the plan might exceed the value of your lump sum, depending on when you die. You can find out how to calculate your total payments and when they will start to exceed the value of your lump sum in the Payments section on page four.
- If you die from anything other than an accident in the first two years, we will only pay an amount equal to one-and-a-half times the sum of any premium payments you have already made.
- If we find you have given us inaccurate, incomplete or false information on the application which would have affected our decision to offer this cover, or would have led us to offer it with different conditions, we reserve the right to decline a claim.
- Your plan has no surrender value at any time and if you stop making payments no refund will be made.
- Inflation could mean that, by the time you die, your plan is worth less in real terms than when you first took it out. You can choose to increase your cover every year to protect your plan against the effects of inflation but your premiums will also increase each year if you choose this option.
- The amount your insurance pays out when you die will become part of your estate. Your family may have to pay Inheritance Tax on it if the value of your estate is higher than the Inheritance Tax threshold. It is your responsibility to make sure that this product meets your demands and needs. If you feel you need advice about the plan we suggest you speak to an Independent Financial Adviser.

What is the Over 50s Life Plan?

- It's a life assurance plan brought to you by AIG and underwritten by AIG Life Limited.
- The plan pays out a lump sum when you die.
- Payments are made monthly by Direct Debit.

What are the benefits?

- Life Cover: When you die, we will pay your estate a lump sum so long as the plan has been in force for at least two years.
- Accidental Death: If you die as a result of an accident in the first two years, AIG will pay to your estate an amount equivalent to three times the current lump sum at the time of the claim.
- Non-Accidental Death: If you die within the first two years for any reason other than an accident, we will pay your estate a sum equal to one-and-a-half times the sum of any premium payments you have already made.

Can I protect the lump sum from the effects of inflation?

You can choose at the outset to either keep the initial lump sum at a fixed level throughout the life of your plan, or to protect it from the effects of inflation.

If you choose to protect the lump sum from the effects of inflation, the amount of the lump sum will increase each year in line with the Retail Prices Index (RPI) up to 10% per year, on the anniversary of the date the cover started. The premium will also increase at the same time and will increase by a higher percentage than that of the sum assured, because the amount of the increase of the premium will depend on your age at that time.

We will write to you each year to confirm the new lump sum and the new premium that you will pay.

If you want to stop the increase, you just need to tell us. However, if you decide to stop the increase for three consecutive years, you will no longer have the option to increase the lump sum again in the future.

Are the life cover and payment guaranteed?

- Yes. As long as your payments have been made, we will guarantee your life cover.
- Your payments will never increase and the lump sum we will pay out when you die will never change – unless you have chosen to protect your lump sum against the effects of inflation (as described above).
- The amount you pay and the amount we cover you for depends on your age when you take out the plan.

How much life cover will I receive?

This example shows how much we would pay out to a person aged 60, with payments of £15 a month and a fixed level of lump sum when she/he dies:

- Life Cover paid out as a fixed lump sum if she/he dies two years or more after taking out the plan = £3,872
- If she/he dies by accident during the first two years of the plan = £3,872 x 3 = £11,616
- If you die in the first 2 years of the cover, other than as a result of an accident, we will not pay the lump sum but they will pay your estate an amount equal to one-and a-half times the premium payments you have already made.

Your cover ends after we have paid a benefit.

Can I surrender the plan?

- No. The plan is only worth something when you die. It will never have any surrender value.

What are the charges?

- There are no separate charges. All charges and expenses are included in your payments.

How do I make a claim?

The person claiming can:

- phone 0845 600 6815 (calls should cost no more than 5p per minute from a BT landline, other networks may vary)
- email claims@aiglife.co.uk
- write to Claims Team, AIG Life Limited, PO Box 12010, Harlow CM20 9LG

Lines are open Monday to Friday, 9.00am to 5.00pm, except for Bank Holidays.

Further information

Complaints

If you have a complaint about the service we have provided, please contact the Customer Services at the following address: AIG Life Limited, PO Box 12010, Harlow CM20 9LG.

Telephone: 0845 600 6813 (calls are charged at standard rates from a BT landline but may cost more via mobiles and other networks).

Email: complaints@aiglife.co.uk

We are open Monday to Friday, 9.00am to 5.00pm, except bank holidays.

To make sure we have an accurate record of the instructions we are given, we may record or monitor phone calls.

We will try to resolve complaints as quickly as possible. If we can't deal with your complaint promptly, we will send you a letter to acknowledge it and then give you regular updates until it is resolved. We are committed to resolving complaints through our own complaints procedures. However, if a matter cannot be resolved satisfactorily, you may be able to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service helps settle disputes between consumers and financial firms. Their service is independent and does not cost you anything. They can decide if we have acted wrongly and if you have lost out as a result. If this is the case, they will tell us how to put things right and whether we have to pay you compensation.

Some businesses may not be eligible to complain to the Financial Ombudsman Service if they exceed a certain number of employees or have an annual turnover in excess of the Ombudsman's limits.

If a complaint is made, we will send a leaflet explaining more about the Financial Ombudsman Service which includes information on the current eligibility requirements. The leaflet is also available at any time on request.

Alternatively, the Ombudsman can be contacted at the following address:

Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR

Telephone: 0800 023 4567 (calls to this number are normally free for people ringing from a "fixed line" phone but charges may apply if you call from a mobile phone) or 0300 123 9123 (calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs).

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

If you make a complaint, it will not affect your right to take legal proceedings

Compensation

The Financial Services Compensation Scheme (FSCS) is designed to pay compensation if a firm is unable to pay claims, because it has stopped trading or been declared in default.

Before looking to pay compensation, the FSCS will first see if they can arrange for your current policy to be maintained. They may arrange for your policy to be transferred to another insurer or provide a new policy. If this is not possible, the FSCS aims to provide compensation.

Most of our customers, including most individuals and small businesses, are covered by the FSCS.

Whether or not you can claim, and the amount you could claim, will depend on the specific circumstances of your claim. The FSCS will pay 90% of the value of the claim. There is no upper financial limit on the amount of the payment.

You can find out more about the FSCS, including eligibility to claim, by visiting its website www.fscs.org.uk.

Alternatively, you can contact the Financial Services Compensation Scheme at the following address:

Financial Services Compensation Scheme
10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU

Telephone: 0800 678 1100 or 020 7741 4100

Email: enquiries@fscs.org.uk

Please be aware that the rules of the FSCS may change in the future, or FSCS may take a different approach on their application of the above, depending on the circumstances.

Cancellation rights

When we send your plan documents we will also send you a notice of your right to cancel. You'll then have 30 days to change your mind if you want to. If you cancel in this time we will refund any premium you have paid.

What we will use personal information for

We will only use personal information about you for:

- providing our products and services;
- administration and customer services;
- fraud prevention;
- research and analysis;
- legal and regulatory reasons, and
- marketing products and services of the AIG Group, unless you have asked us not to in the application.

We will keep this information for a reasonable period for these purposes.

You have the right to ask for a copy of the information that we hold about you. We are entitled to charge a small administrative fee.

By applying for Over 50s Life Plan, you give us your explicit consent to the processing of your personal information (including medical information) for the purposes listed above.

Who we will share personal information with

We may share personal information about you solely for the purposes listed above in "What we will use personal information for" with certain named third parties.

These third parties are:

- AIG Group's current auditors from time to time (the identity of which can be provided on request);
- our reinsurers (a list of these reinsurers can be provided on request);
- our third party service providers;
- your financial adviser;
- other parts of the owner or group of controlling companies;
- legal and regulatory bodies;
- law enforcement and fraud prevention agencies; and
- other insurance companies or organisations.

If you would like more information about how we will use your personal information or you would like to choose how they get marketing communications from us, you can contact us as detailed at the beginning of this document.

Cancelling your plan

You can also cancel your plan at any time by phoning 0845 600 6820 or by writing to: Customer Services, AIG Life Limited, PO Box 12010, Harlow CM20 9LG

Your life cover will stop and since the plan has no surrender value, you won't be entitled to a refund of any of the payments you've made.

Payments

AIG Life will be collecting payments monthly by Direct Debit until you are 90 years old. After that, we will stop collecting payments, but your cover will still continue until you die.

To work out your total cost:

- multiply the monthly premium x 12 months x the number of years you expect to hold the plan.

I, for example, you take cover at £10 a month, and expect to hold the plan for 10 years, the total cost would be:

- $£10 \times 12 \times 10 = £1,200$.

To work out how long it would take before the amount you pay into your Plan exceeds your lump sum:

- Divide your lump sum by your monthly premium

I, for example, you take out cover from age 60, have a lump sum of £3,872 and pay a monthly premium of £15 it would be:

- $£3,872 / £15 = 258$ months (21 years and 7 months)

If you choose to protect your lump sum from the effects of inflation, your monthly premiums will increase each year.

Tax

There won't be any personal Income Tax or Capital Gains Tax to pay on the amount your estate receives from the plan when you die, but Inheritance Tax may have to be paid. Tax rules can change and AIG is entitled to alter the amount paid out if they do, to reflect this change.

Law

The Law of England and Wales will apply to this cover.

Outstanding payments

If you miss a payment, you have 30 days to make any payments that are due.

If you do not make the payment within 30 days the plan will lapse and you will no longer be covered. If a valid claim is made on the plan at a time when a payment is still outstanding, we will deduct that amount from the sum they pay out.

General information

This offer is subject to availability. We reserve the right to change the terms of the offer or withdraw the offer at any time. Please call 0845 600 6820 to check availability.



www.aiglife.co.uk

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