

## Insurance Product Information Document

**Company (Insurer):** Chubb European Group SE is incorporated in France and operates through a branch in the UK. Authorised and regulated by the French Prudential Supervision and Resolution Authority. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority's website (FS Register number 820988).

Product: Monese Finance Limited Bill Protection Policy (Essential)

This document provides a summary of the main cover and exclusions. It is not personalised to your specific individual circumstances. Complete pre-contractual and contractual information about this product is provided in the group policy schedule and group policy wording (copies of which are available from the Group Policyholder).

## What is this type of insurance?

This is a group bill protection insurance policy with Monese Finance Limited as the Group Policyholder. It provides financial protection to pay for recurring bills paid from the Monese account in the event of an accident, sickness, involuntary loss of employment or hospital stay.



### What is insured?

The primary value of the cover is to provide a financial benefit for bill payers in the event of an accident, sickness, involuntary loss of employment or hospital stay.

This policy pays benefits in accordance with the policy wording.

The main sections of the policy and benefit levels are listed below, with full details of sub-sections contained in the policy schedule.

**You are covered if you are employed for at least 16 hours a week under a contract of employment for the following:**

- ✓ **Section 1. Bill Protection following an Accident.**  
Following an accident resulting in total work incapacity, the policy will pay a single payment of three times the six-month average monthly sum of recurring payments paid from the Monese account, up to £600.
- ✓ **Section 2. Bill Protection following Sickness.**  
Following sickness resulting in total work incapacity, the policy will pay a single payment of three times the six-month average monthly sum of recurring payments paid from the Monese account up to £600.
- ✓ **Section 3. Bill Protection following Involuntary Loss of Employment.**  
Following involuntary loss of employment, the policy will pay a single payment of three times the average monthly sum of recurring payments paid from the Monese account up to £600.
- ✓ Within Section 1, 2 and 3 the policy will pay a single amount based on a multiple of the previous six months of recurring monthly payments from your Monese account which are not in respect of credit, are solely for personal use and are not used for business, such as:
  - Insurance premiums.
  - Groceries.
  - Rent & Utilities.
  - Nursing care.
  - School fees.
  - Monthly subscriptions.
  - Streaming services.
  - Regular charitable donations.
  - Gym & Sports club fees (including Golf Club fees, season tickets and ski passes where paid for monthly).
  - Hobby Fees.
  - Instrument lessons.



**Persons who are employed under a contract of employment or self employed, and who work for at least 16 hours a week are covered for the following:**

- ✓ **Section 4. Hospital Stay.**  
Following an Accident or Sickness – £15 for every complete 24 hour period for up to 30 days.



### What is not insured?

- ✗ Bills for loans or finance agreements, see General exclusions on page 8 of the policy wording.
- ✗ If you are aged under 18 or 65 years or over
- ✗ If you do not work 16 hours or more a week under a contract of employment or as a self-employed person then there is no cover
- ✗ Sickness caused by:
  - an outbreak of disease that is declared a public health emergency (PHEIC) by WHO, excluding COVID-19
  - pre-existing conditions
  - conditions of the back or spine
  - cosmetic or beauty treatments.
- ✗ Any claims which would result in breaches of UN resolutions or trade or economic sanctions or other laws of the EU, UK or USA.

#### Section Specific Exclusions

- ✗ **Section 1. Bill Protection following an accident.**
  - If you are Self-Employed.
- ✗ **Section 2. Bill Protection following sickness.**
  - If you are Self-Employed.
- ✗ **Section 3. Bill Protection involuntary loss of employment.**
  - If you are Self-Employed.
  - If you are an employee of a family member
  - Cover does not apply following resignation or voluntary unemployment.
  - If you are not actively seeking re-employment.



## Are there any restrictions on cover?

- ! The policy only covers persons legally permitted to work in, and who work more than 16 hours per week, in the United Kingdom.
- ! Full-time members of the armed forces/reserves on active service are not eligible for cover.
- ! The first 30 days (waiting period) under Sections 1, 2 and 3 (Bill Protection).
- ! The first 48 hours (waiting period) under Section 4 (Hospital Stay).
- ! There is a maximum of two claims per 12 month period under section 1 and section 2
- ! There is a maximum of one claim per 12 month period under section 3



## Where am I covered?

- ✓ Worldwide and at any time whilst you have a current Essential account with Monese.



## What are my obligations?

### At the start of your policy

All insured persons must be legally permitted to work in the UK and have a current Essential account with Monese.

### During the period of insurance

- Following accident or sickness you must supply medical certificates within 30 days or as soon as reasonably possible proving your temporary total disablement.
- Following involuntary loss of employment you must complete a claim form and provide evidence of employment, the termination letter and you registered at the employment office or Job Centre and are actively looking for work.

### In the event of a claim

You must notify us as soon as practicable in the event of a claim, and as follows:

- Call: +44 (0) 800 088 5786
- App: Go to your dashboard on the Monese app and fill in the claim form
- Web: [monese.qover.com](https://monese.qover.com)



## When and how do I pay?

The monthly premium for this policy is paid by the Group Policyholder.



## When will the cover start and end?

Cover commences on the start date shown in the group policy schedule or the date the Group Policyholder confirms your cover, if this is later.

### An insured person's cover ceases:

- when you no longer meet the description of an insured person (see group policy schedule) or are no longer eligible for cover (as per eligibility terms agreed with the Group Policyholder for this cover); or
- at the end of the period of insurance in which you reach 65 years of age
- on the date you notify that they want to opt-out of the cover; or
- when you die; or
- at the end of the period of insurance shown in the group policy schedule.



## How do I cancel the contract?

You may cancel your cover at any time by contacting the Group Policyholder.