



# TAYSIDE POLICE FEDERATION INSURANCE SCHEME

## SCHEME BENEFITS effective from 1 October 2011

### Serving Member

	Entry Level Scheme	Full Scheme
Life Insurance	£55,000	£110,000
Terminal Prognosis Advance on Life Insurance	20% of sum insured	20% of sum insured
Permanent Total Disablement	£50,000	£100,000
Accidental Loss of Use Benefit		
One eye/limb/hearing in one ear	£10,000	£25,000
Two eyes/limbs/hearing in both ears	£25,000	£50,000
Hospitalisation Benefit up to 5 nights		
Accident/incident/emergency admission	£40 per night	£40 per night
Planned admission after first 3 nights	£40 per night	£40 per night
Critical Illness	£15,000	£25,000
Child Critical Illness	£3,000	£5,000
Child Death Grant	£2,000	£2,000
Red Arc Assistance	Family Cover	Family Cover
Reg 28 Sick Pay Benefit - Half Pay (for up to 26 weeks)	20% scale pay	20% scale pay
No Pay (for up to 26 weeks)	50% scale pay	50% scale pay
Legal Expenses including ID Theft Protection	Included	Included
Denplan Key Cover	Included	Included
Home Emergency Assistance	Included	Included
Family Travel Policy	Worldwide	Worldwide
Motor Breakdown	Member & Partner	Member & Partner

### CALENDAR MONTHLY SUBSCRIPTION

Weeks of service 1-52

£Nil

Weeks of service 53-104

£16.55

**£32.50**

### Spouse or Cohabiting Partner of Serving Member

Life Insurance	£27,500	£55,000
Terminal Prognosis Advance on Life Insurance	20% of sum insured	20% of sum insured

### CALENDAR MONTHLY SUBSCRIPTION

Weeks of service 1-52

£Nil

Weeks of service 53-104

£1.50

**£4.00**

## RETIRED MEMBER BENEFITS with effect from 1 October 2011

### Retired Member Aged Under 60

Life Insurance  
Terminal Prognosis Advance on Life Insurance  
Permanent Total Disablement  
Accidental Loss of Use Benefit  
    One eye/limb/hearing in one ear  
    Two eyes/limbs/hearing in both ears  
Critical Illness  
Child Critical Illness  
Red Arc Assistance  
Legal Expenses including ID Theft Protection  
Home Emergency Assistance  
Denplan Key Cover  
Family Travel Policy  
Motor Breakdown

£50,000  
20% of sum insured  
£10,000

£5,000  
£10,000  
£10,000  
£2,000  
Family Cover  
Included  
Included  
Included  
Worldwide  
Member & Partner

**£32.50**

### CALENDAR MONTHLY SUBSCRIPTION

### Retired Member Aged 60 to 64 inclusive

Life Insurance  
Terminal Prognosis Advance on Life Insurance  
Permanent Total Disablement  
Accidental Loss of Use Benefit  
    One eye/limb/hearing in one ear  
    Two eyes/limbs/hearing in both ears  
Critical Illness  
Child Critical Illness  
Red Arc Assistance  
Legal Expenses including ID Theft Protection  
Home Emergency Assistance  
Denplan Key Cover  
Family Travel Policy  
Motor Breakdown

£25,000  
20% of sum insured  
£10,000

£5,000  
£10,000  
£5,000  
£1,000  
Family Cover  
Included  
Included  
Included  
Worldwide  
Member & Partner

**£32.50**

### CALENDAR MONTHLY SUBSCRIPTION

### Retired Member Aged 65 to 69 inclusive

Life Insurance  
Red Arc Assistance  
Legal Expenses including ID Theft Protection  
Home Emergency Assistance  
Denplan Key Cover  
Family Travel Policy  
Motor Breakdown

£5,000  
Family Cover  
Included  
Included  
Included  
Worldwide  
Member & Partner

**£32.50**

### CALENDAR MONTHLY SUBSCRIPTION

### Spouse or Cohabiting Partner Aged under 60 of Retired Member

Life Insurance  
Terminal Prognosis Advance on Life Insurance

£25,000  
20% of sum insured

### CALENDAR MONTHLY SUBSCRIPTION

**£4.00**

### Spouse or Cohabiting Partner Aged 60 to 64 (inclusive) of Retired Member

Life Insurance  
Terminal Prognosis Advance on Life Insurance

£12,500  
20% of sum insured

### CALENDAR MONTHLY SUBSCRIPTION

**£4.00**

### Spouse or Cohabiting Partner Aged 65 to 69 (inclusive) of Retired Member

Life Insurance

£1,500

### CALENDAR MONTHLY SUBSCRIPTION

**£4.00**

## Explanation of Benefits

The benefits arranged under this insurance scheme are provided strictly under the terms of insurance policies taken out and owned by the Trustees of the scheme. Copies of the policies are available to view at the Police Federation Office. Subscription to the scheme entitles the member to the benefits provided by the scheme but confers no ownership of any of the underlying policies, which are vested in the Trustees.

### Life Insurance

On death of a member or spouse/partner who are covered under the scheme the cash benefit detailed in the current benefits table becomes payable. The scheme is written in Trust so that if a member dies, the proceeds can be paid, by the Trustees, to the member's dependants quickly, free of tax and without having to wait for probate. Members should ensure that they have an up-to-date beneficiary nominated and have lodged the details with the Federation Office, to assist the Trustees in the event of a claim. If a beneficiary aged 63 or under receives a terminal prognosis of 12 months or less, they may apply to the Trustees for an advance of the death benefit of 20% of the relevant sum insured.

### Permanent Total Disablement

This benefit is provided should the member suffer total permanent and irreversible disability due to accident such that the member is unable to perform any gainful employment and such that the member is unable to exist independently and requires continual supervision and frequent attention of a third party for activities of daily living. Such disabilities must be established for a continuous period of twelve calendar months before the benefit can become payable.

### Accidental Loss of Eye, Limb or Hearing

This benefit is payable should the member suffer a permanent loss of sight of one or both eyes, the use of one or more limbs at or above the wrist or ankle or the permanent total loss of hearing in one or both ears. This benefit is payable only if the loss of use occurs as the result of an accident occurring during the currency of this policy.

### Hospitalisation Benefit

Should a member be admitted to hospital in the UK immediately following an accident, incident or emergency, this benefit will pay £40 per night for up to 5 consecutive nights. Should a member be admitted to hospital for a planned procedure, a benefit of £40 per night will become payable after the first 3 nights for up to a further 5 consecutive nights.

### Regulation 28 Cover (Sick Pay)

In the event of the Chief Officer cutting your pay to half pay or no pay as the result of absence through sickness or injury this benefit will pay you 20% of your scale pay for up to 26 weeks when on half pay, then 50% of your scale pay for up to a further 26 weeks when on no pay. When incapacity benefit and reductions in tax, NI, and pension contributions are taken into account, the member should receive income approximately equivalent to net pay.

### Conditions applicable to Regulation 28 Cover (Sick Pay)

Benefits will cease after the benefit period or on early return to work or discharge. If a Benefit Member is offered recuperative duties and a return to full pay and such duties are declined without reasonable cause, the benefit will cease. Allowances are not included.

### Critical Illness

Serious illness can add financial worries to the emotional upset that accompanies it. This benefit provides payment in the event of a member being diagnosed with one of the listed critical illnesses and surviving for 28 days following diagnosis or surgery. No benefit will be payable for conditions from which you suffered, or for which you sought advice or treatment, during the period of two years ending on the date when you first became insured for critical illness cover under the terms of this scheme. Claims should be made within 90 days following diagnosis or surgery. Critical illness benefit is payable once only in respect of conditions in a common group. Certain illnesses can belong to more than one group. Please see full policy wording at the Federation Office for further details.

## Child Critical Illness

This benefit is paid when a dependent child, of a member, who is aged between 6 months and 17 years attained is first diagnosed or undergoes surgery with one of the listed critical illnesses.

## Child Death Grant

This benefit is paid upon the death of a dependent child of a member, aged between 6 months and 17 years attained.

### The listed illnesses are:-

- Alzheimer's Disease
- Aorta Surgery
- Benign Brain Tumour
- Cancer
- CJD
- Coma
- Coronary Artery (By-Pass) Surgery
- Heart Attack
- Heart Valve Replacement and repair
- H.I.V. (A.I.D.S.) and Hepatitis B Virus (Contracted in a documented duty related situation or medical procedure)
- Total Loss of Hearing
- Total Loss of Sight
- Total Loss of Speech
- Major Organ Transplant
- Motor Neurone Disease
- Multiple Sclerosis
- Parkinson's Disease
- Paralysis
- Irreversible Renal Failure
- Severe Burns
- Stroke

### Conditions applicable to Critical Illness

1. Cancer manifested by the presence of malignant tumours characterised by the uncontrolled growth and spread of malignant cells and the invasion of tissue. The term cancer includes leukaemia and Hodgkin's disease. All non-invasive cancers, cancer in situ, tumours in the presence of any human immunodeficiency virus and any skin cancer other than malignant melanoma are specifically excluded. Malignant melanoma is included provided that it is histologically classified as having caused invasion beyond the outer layer of skin - the epidermis. The diagnosis must be supported by histological evidence of malignancy.
2. Coronary artery bypass surgery means the undergoing of surgery to correct narrowing or blockage of two or more coronary arteries with bypass grafts in persons of limiting angular systems. Balloon angioplasty, laser relief or any other procedures are excluded.
3. Aorta Surgery means the actual undergoing of surgery of the aorta requiring excision and surgical replacement of the diseased aorta with a graft.
4. Major organ transplant means the actual undergoing as a recipient of a transplant of a heart, liver, lung, pancreas or bone marrow.
5. Benign Brain Tumour is a non-cancerous tumour in the brain, which has resulted in neurological deficit for a continuous period of six months. Cysts, granulomas, malformations in, or of, the arteries or veins in the brain, haematomas and tumours in the pituitary gland or spine are specifically excluded.
6. Coma is defined as unconsciousness, with no reaction to stimuli, continuing for at least 96 hours. Life support systems must be required throughout the period of unconsciousness.
7. Stroke is defined as any cerebrovascular incident producing neurological sequelae lasting more than 24 hours and including infarction of brain tissue, haemorrhage and embolism from an extra cranial source. Evidence of permanent neurological deficit must be produced.
8. Parkinson's Disease must be an unequivocal diagnosis by a consultant neurologist holding an appointment at a major hospital in the UK. Only idiopathic Parkinson's Disease is covered.
9. Severe burns constitutes First degree burns covering at least 60% of the total body surface area or Second Degree Burns covering at least 40% of the total body surface area or Third degree burns covering at least 20% of the total body surface area.
10. Heart Attack - Death of a portion of heart muscle as a result of inadequate blood supply to the relevant area. Diagnosis will be based on all of the following criteria:-
  - a) a history of chest pain
  - b) new electrocardiographic changes
  - c) elevation of cardiac enzymes.
11. Paralysis means the complete and Permanent Loss of Use of two or more limbs. Disability must be established for a continuous period of 12 months and must be supported by neurological evidence.
12. Renal Failure relates to end stage renal failure presenting as chronic irreversible failure of both kidneys to function, as a result of which either renal dialysis or renal transplant as a recipient is initiated.

## Exclusions applicable to Permanent Total Disablement, Loss of Eye, Limb or Hearing, Critical Illness and Hospitalisation Benefit

No exclusions apply due to injury incurred in the bona fide execution of police duty (including CBRN risks), whether or not the Benefit Member is formally on duty at the time. Otherwise no Benefit shall be payable under this Policy if a claim occurs directly or indirectly from any of the following causes:-

- 1) War (whether declared or not) other than civil war or any act incidental thereto
- 2) Whilst engaged as a passenger, or otherwise, in aeronautics (other than as a fare-paying passenger) or in underwater operations.
- 3) Any breach of the law by the Member.
- 4) Misuse of alcohol or drugs.
- 5) Taking part in any Hazardous Pursuit. Other than in the Bona Fide execution of police duty the following pursuits are deemed to be hazardous.
  - a) Diving or skin diving involving the use of underwater breathing apparatus.
  - b) Rock climbing or mountaineering involving the use of ropes or guides.
  - c) Potholing.
  - d) Aerial activity other than as a fare-paying passenger in a recognised airline.
  - e) Hunting on horseback.
  - f) Driving or riding in any form of race.
  - g) Bungee jumping.

## Red Arc Assistance

**RED ARC is an independent care advisory service specialising in welfare-based added value services.**

The diagnosis of a serious health condition such as cancer, a heart attack, stroke or MS invariably means a worrying time for everyone close to the patient. That's the time that you need access to someone who understands your condition and has the time to listen to your concern and allay your fears. That goes for your spouse, partner and children too. Advice and counselling are also available for other conditions such as stress and disability.

The cornerstone of the RED ARC service is the personal nurse adviser - highly experienced, registered nurses who will be the focal point for you and your family and tailor the support you need to your particular circumstances.

Your personal nurse adviser will be available to you by telephone in normal business hours, and will be able to provide information and support for as long as you need it. Where appropriate, they can commission additional services such as a home visit by a specialist nurse, counselling or therapy.

RED ARC also has links with many charities specialising in your particular health condition, and can often direct you to self-help groups that will help you come to terms, and cope better, with your problem. Home adaptation and special equipment to aid everyday living are other important areas where RED ARC can provide guidance.

The Red Arc service is free of charge and confidential. If you think you may be eligible you should ring RED ARC on 01273 716700 in normal business hours.

## Legal Expenses

Some important facts about the Professional Fees policy are summarised below. This summary does not describe all of the terms and conditions of the policy. All references below to the cover provided are contained within the full policy wording. Please note that a full policy wording is available for your inspection at the Federation Office upon request.

### Beneficiary/Beneficiaries

In respect of Sections 1, 3, 4, 6, 8, 9, 11 and 12, the **Member**

In respect of Sections 2, 5, 7, 10, and 13, the **Member** and:-

- i) The **Member's** spouse or cohabiting partner
- ii) Children including stepchildren adopted children foster children and grandchildren normally resident with the **Member**
- iii) The parents and grandparents of the **Member** and the **Member's** spouse or cohabiting partner normally resident with the **Member**.

## Legal Expenses

Section of Cover	Cover Provided	Specific Section Exclusions (Please note that this only shows the significant exclusions and reference should be made to the policy wording for a definitive list)
<b>SECTION 1 Criminal Prosecution</b>	Defence of a Beneficiaries legal rights including appeal, where criminal proceedings have been brought against them.	We do not cover deliberate criminal acts or omissions, violence related offences.
<b>SECTION 2 Personal Injury</b>	Death of or bodily injury resulting from the negligence of another person.	
<b>SECTION 3 Residential Protection</b>	Pursuit of legal proceedings following any event causing loss of or damage to the Beneficiaries home.	
<b>SECTION 4 Peaceful Occupation</b>	Pursuing or defending a Beneficiaries legal rights arising out of the ownership or rightful occupation of their home.	Any lease tenancy or rental dispute other than where the Beneficiary has been unlawfully evicted from the Home.
<b>SECTION 5 Consumer Disputes</b>	Pursuing or defending a claim, which arises from a contract for services, purchase, hire, hire purchase or sale of personal goods.	We do not cover claims where the value in dispute is less than £250.00, or which arise from a contract entered into prior to the commencement of the insurance.
<b>SECTION 6 Data Protection</b>	Defence of Legal Proceedings taken against the Beneficiary for compensation under Section 22 and/or 23 of the Data Protection Act 1984.	
<b>SECTION 7 Uninsured Loss Recovery &amp; Motor Prosecution Defence</b>	<p>The recovery of uninsured losses of a Beneficiary resulting from a road accident in their motor vehicle.</p> <p>The defence of Legal Proceedings taken against the Insured Person arising from a breach of road traffic regulations relating to the Vehicle.</p>	<p>Any claim where :-</p> <p>A Beneficiary does not hold or is disqualified from holding a driving licence.</p> <p>We do not cover :-</p> <p>Vehicles being used for racing, competition and the like.</p> <p>Legal Proceedings relating to driving under the influence of drugs or alcohol unless as a plea in mitigation for which there are prospects in making a positive difference to the outcome or parking offences.</p>
<b>SECTION 8 Discrimination</b>	Defence of Civil Legal Proceedings brought against the Beneficiary alleging discrimination related to sex, race, age, religion or disability at work.	
<b>SECTION 9 Probate</b>	Pursuing a claim in respect of a probate dispute involving the Beneficiaries parents, grandparents, children, step-children or adopted children.	Where a will has not been previously made, concluded, or cannot be traced.
<b>SECTION 10 Employment Disputes</b>	Disputes with a Beneficiaries employer for compensation or reinstatement on the grounds of unfair dismissal or unfair selection for redundancy.	We do not cover disputes where this relates to a Beneficiaries employment as a Police Officer.
<b>SECTION 11 Fund Trustee</b>	Defence of any civil Legal Proceedings against the Beneficiary in respect of any act or omission or alleged act or omission as a trustee of a fund set up by the Beneficiaries employer.	
<b>SECTION 12 Representation at Fatal Accident Enquiries</b>	Representation of a Beneficiary at a Fatal Accident Inquiry which relates to: <ul style="list-style-type: none"> <li>i) the Beneficiary's death during the course of their employment or</li> <li>ii) an accident that has occurred during time in which the person who died was in legal custody, or in the care of the Member in the course of their duties.</li> </ul>	

<p><b>SECTION 13</b> <b>Taxation</b></p>	<p>Defence of any Full Enquiry by HM Revenue &amp; Customs into the Beneficiary's income and records (or where a Beneficiary is acting in a voluntary capacity on a relative's behalf under a Power of Attorney) with a view to assessing the Beneficiary's liability under:</p> <p>i) Section 19, Schedule E of the Taxes Act 1988, relating to the Beneficiary's wages / salary and pension.</p> <p>ii) Section 18, Schedule D of the Taxes Act 1998 relating to income received on investments in the UK, provided that this cannot be the Beneficiary's main source of income.</p>	<p>Any tax or penalties imposed. Late filing or failure to file a tax return on time. Aspect enquiries of a specific tax return. Where there has been fraudulent activity. Any business activity or venture for gain other than a normal private investment.</p>
<p><b>SECTION 14</b> <b>Identity Theft</b></p>	<p>Defending a claim from a financial institution, merchants or their collection agencies.</p> <p>The removal of any criminal or civil judgments wrongly entered against the Beneficiary.</p> <p>Challenging the accuracy or completeness of any information in a Credit Reference Agency report.</p> <p>Creating documents needed to prove the Beneficiary's innocence in terms of any financial irregularities committed unlawfully.</p> <p>Postal and phone costs the Beneficiary has to pay in dealing with financial institutions, the Police and Credit Reference Agencies to report or discuss an actual Identity Theft.</p> <p>Fees charged for reapplying for a loan which has been rejected due to the original application being rejected solely because the lender received incorrect credit information.</p> <p>The Beneficiary's lost earnings as a result of time away from work to go and see the Police, financial institutions or Credit Reference Agencies to report or discuss an actual Identity Theft.</p>	<p>Any Identity Theft connected with the Beneficiary's business, profession, or occupation.</p> <p>Any fraudulent, dishonest or criminal act by a Beneficiary, or any other person acting in collusion with a Beneficiary.</p>
<p><b>Legal Helpline</b></p>	<p>Free access to legal advice &amp; assistance. 0844 800 0129</p>	<p>The helpline can provide general advice only and cannot assist with complex legal matters which may require the review of documentation and is not intended to replace the services of a solicitor</p>

**Legal Helpline and Claims**

There is a 24-hour legal helpline, which can be contacted on **0844 800 0129** for initial advice and further instructions on how to make a claim. Please quote scheme number **LES/256/0782**.

**Arranged by Legal Insurance Management Ltd underwritten by Ageas Insurance Ltd**

**Identity Theft Claims Process**

You must contact the identify theft helpline on **01384 377000** quoting scheme number **LES/256/0783** before you pay or agree to pay any costs. Failure to do so may lead us to decline your claim. We will give you a dedicated case manager who will assist you in identifying the extent of your problem. They will offer advice, guidance, and assist in the preparation of documentation to ensure the extent of your problem and any potential losses are minimized.

**Arranged by Legal Insurance Management Ltd underwritten by Ageas Insurance Ltd**

## Denplan Key Cover

Key Dental Cover from Denplan provides the member with cover for treatment necessary as a result of a dental injury or emergency anywhere in the world.



Member of the Global AXA Group

- **Worldwide dental injury**

Cover for up to £2,500 of treatment per dental injury (for up to four incidents per policy year) to the teeth or supporting structures which is directly caused suddenly and unexpectedly by means of a direct external impact/blow to the mouth.

- **Worldwide emergency dental treatment**

In the UK: up to £200 of treatment per incident for up to four incidents per policy year. Outside the UK: up to £400 of treatment per incident for up to two incidents per policy year. A dental emergency is dental treatment provided at the initial emergency appointment urgently required for the relief of severe pain, arrest of haemorrhage, the control of acute infection or a condition which causes a severe threat to your general health. There is an overall maximum of £800 per policy year for this benefit.

- **Hospital cash benefit**

£50 for each night you stay overnight in hospital, up to £1000 per policy year, for dental treatment under the care of a consultant specialising in dental or maxillofacial surgery in relation to a head or neck condition.

- **Dentist call-out fees**

Up to £100 per incident for up to two incidents per policy year for a dentist in the UK to re-open the practice between the hours of 6.00pm and 8.00am on weekdays or weekend and bank holidays or outside the UK, outside the practice's normal working hours to provide emergency dental treatment or treatment in the event of an accidental dental injury.

- **Mouth cancer cover**

Up to £12,000 towards one course of treatment for up to eighteen months following diagnosis (smokers are included).

- **24 hour worldwide emergency helpline,  
Access a dental emergency helpline anywhere in the world**

Key Dental Cover provides you with a 24-hour dental emergency helpline to help you find a dentist anywhere in the world if you need one as a result of a dental injury or emergency.

Just call 0800 7315 052 (in the UK) or +44(0)1962 844571 (outside the UK).

### Receive treatment from all types of dentists

You can enjoy the benefits of Key Dental Cover whether you are treated by a Denplan, private or NHS dentist.

### Claiming couldn't be simpler

Claiming is easy as you are not required to gain authorisation from us prior to receiving treatment. Simply pay your dentist for all treatment received, obtain proof of treatment and a receipt, complete a simple claim form and you should receive settlement within 10 working days. Claim forms are available by calling Denplan free on 0800 838 951 and are also available to download from the Federation internet and intranet sites.

## Summary of main exclusions

- Treatment prescribed, planned, advised or taking place on or before the commencement date of the policy or for claims under the injury or emergency benefit for treatment required as a result of an incident that occurred prior to the commencement date of the policy.
- Dental Injury caused in the consumption of food (including foreign bodies contained within the food). Please note that cover for emergency dental treatment for the relief of pain, is not excluded if caused in the consumption of food.
- Treatments in connection with dental injuries must commence within a period of 6 months and must be completed within 24 months of the date of the original incident.
- Any treatment relating to damage or injury caused whilst participating in contact sports (including training) unless the recommended mouth protection is worn.
- Any treatment not deemed to be clinically necessary including tooth whitening and orthodontics unless the treatment is specifically related to a dental injury covered by this policy.
- Implants and all costs associated with the preparation and fitting of such a device.
- Treatment for mouth cancer diagnosed before or within 90 days after you joined Denplan or for which tests or consultations began within those 90 days, even if the diagnosis is not made until later.

Should you wish to supplement the Key Dental Cover detailed earlier, you may upgrade your cover as detailed below:

## UPGRADE OPTIONS FOR YOUR EMERGENCY AND INJURY DENTAL COVER

Benefits	Elementary Dental Cover	Essential Dental Cover	Essential Plus Dental Cover	Extensive Plus Dental Cover
Routine examinations (and NHS band 1 treatment)	100% reimbursement for NHS treatment	Up to £50 per policy year	Up to £50 per policy year	Up to £100 per policy year
Hygiene treatments (and NHS band 1 treatment)	100% reimbursement for NHS treatment	Up to £60 per policy year	Up to £60 per policy year	Up to £120 per policy year
Dental x-rays (and NHS band 1 treatment)	100% reimbursement for NHS treatment	Up to £40 per policy year	Up to £40 per policy year	Up to £80 per policy year
Remedial or restorative treatments (and NHS band 2 & 3 treatment) including, but not limited to, fillings, crowns, bridges and dentures	100% reimbursement for NHS treatment	80% of the cost up to £200 per policy year	80% of the cost up to £1000 per policy year	80% of the cost up to £2000 per policy year
<b>Member</b>	£8.70	£13.20	£17.75	£31.50
<b>Member/Partner</b>	£16.20	£24.60	£33.25	£58.95
<b>Member &amp; Children</b>	£13.95	£21.20	£28.65	£50.80
<b>Family</b>	£21.65	£32.95	£44.60	£79.10

Rates are per person per month payable by direct debit. There are no forms to fill in and acceptance is guaranteed. Rates are subject to change on the 1st April each year.

For further details call **0845 230 1654**

## Home Emergency Assistance

Home Emergency Insurance is a cost-effective insurance product that provides immediate assistance in the event of a domestic emergency. Home emergencies can be stressful and sometimes difficult to resolve, but with Home Emergency Insurance you will have peace of mind knowing that we are with you every step of the way, by not only appointing a suitably qualified contractor to attend your home but also meeting the costs associated with this.

Cover is provided 24 hours a day, 365 days a year for:

- Call-out charge
- Labour up to a maximum of 3 hours
- Parts and materials up to a maximum of £150 (inc VAT)
- Alternative accommodation up to a maximum of £250 (inc VAT)

The maximum payable per claim is £1,000 (inc VAT)

Emergencies covered are:

- Breakdown of the heating system
- Plumbing and drainage problems
- Home security including locks and windows
- Breakage or failure of your sole toilet unit
- Loss of domestic power supply
- Lost keys
- Vermin infestation

\*For breakdown of the heating system, it is a requirement under the terms and conditions that the boiler is under 15 years old and subject to an annual service. The cost of this service is NOT covered under this policy. You are free to determine who you use for an annual service. For your convenience and peace of mind, we can source a local provider of boiler servicing for you. A standard service should cost between £65-£70. To arrange a service please call 0844 880 1139

## Claims Procedure

In the event of an emergency in the home, please telephone 0844 249 8454 as soon as possible providing us with your name, address, postcode, and the nature of the problem. It is important you notify us as soon as possible and do not appoint your own contractors as we will not pay the costs incurred and it could invalidate your cover. If the incident is not covered by this policy then we can still provide assistance which will be at your own cost. This may also be an event covered by your main buildings &/or contents insurance and we will seek to advise you accordingly. Please note that you should report any major emergency which could result in serious damage to the home or injury, to the Emergency Services or the company that supplies the service.

### Significant Features & Benefits

The Insurer will pay Costs & Expenses up to the Limit of Indemnity for claims reported during the period of insurance for the insured events shown below

### Significant Exclusions or Limitations

You always agree to use the Contractor nominated by us and the claim must be reported to us immediately after you first become aware of the Home Emergency

#### Limit of Indemnity

The Insurer will pay the following:

- a) The contractor's call-out charge
- b) Labour up to a maximum of 3 hours, and/or
- c) Parts and materials up to a maximum of £150,
- d) Alternative accommodation costs up to a maximum of £250

The maximum payable per claim is £1,000

<p><b>1 MAIN HEATING SYSTEM</b> The total failure or complete breakdown of the main heating system in your home</p>	<p>A main heating system which</p> <ul style="list-style-type: none"> <li>- is more than 15 years old and/or</li> <li>- has not been serviced every twelve months</li> </ul>
<p><b>2 PLUMBING &amp; DRAINAGE</b> The sudden damage to, or blockage or breakage or flooding of, the drains or plumbing system likely to cause damage to the home or its contents</p>	<p>Blockage of supply or waste pipes due to freezing weather conditions.</p>
<p><b>3 HOME SECURITY</b> Damage to or the failure of external doors, windows or locks which compromises the security of the home</p>	
<p><b>4 TOILET UNIT</b> Breakage to or mechanical failure of the toilet bowl or cistern resulting in the loss of function providing there is no other toilet in the home</p>	
<p><b>5 DOMESTIC POWER SUPPLY</b> The failure of the domestic electricity or gas supply</p>	<p>Any claim relating to the interruption, failure or disconnection of the mains electricity, mains gas or mains water supply</p>
<p><b>6 LOST KEYS</b> The loss of the only available keys, if you cannot replace them, to gain access to the home</p>	<p>Any claim relating to damage incurred in gaining access to the home</p>
<p><b>7 VERMIN INFESTATION</b> Vermin causing damage inside your home or a health risk to you</p>	
<p><b>8 ALTERNATIVE ACCOMMODATION COSTS</b> Your overnight accommodation costs including transport to such accommodation up to a maximum of £250 (including VAT) following a home emergency which makes the home unsafe, insecure or uncomfortable to stay in over night.</p>	<p><b>Exclusions Applicable to All Sections</b> Any claim</p> <ul style="list-style-type: none"> <li>• where costs have been incurred before we accept a claim</li> <li>• where the INSURED EVENT happens within the first 48 hours of cover if the Beneficiary purchases this policy at a different date from any other related insurance policy</li> <li>• where there is no one at home when the contractor arrives</li> <li>• involving a pre-existing problem</li> <li>• arising from any willful or negligent act or faulty workmanship (including any attempted repair or DIY)</li> <li>• for making permanent repairs once the emergency situation has been resolved</li> <li>• for damage that is caused by finding the cause of the Beneficiary's claim and making the repair</li> <li>• arising out of the failure to maintain any system or equipment or the replacement of parts that gradually sustain wear and tear over time</li> <li>• relating to garages, outbuildings, boundary walls, fences, hedges, cess pits, fuel tanks or septic tanks</li> <li>• where the property has been left unoccupied for more than 30 days consecutively covered by a manufacturer's, supplier's or installer's warranty.</li> </ul>
	<p><b>Territorial Limit</b> The United Kingdom, Channel Islands and the Isle of Man.</p>

**Insurer - The policy is administered by ARAG plc and underwritten by Brit Insurance Limited.**

## Family Travel Policy

This policy covers the member, their partner and dependant children under 21 years, all normally residing together in their family home, for any number of trips in any year up to 31 days per trip. It covers travel worldwide and also in the United Kingdom.

The main sections of cover are:

- Cancellation and curtailment up to £3,000
- Emergency medical expenses up to £5,000,000
- Personal Baggage up to £1,500
- Personal Money up to £500
- Personal liability up to £2,000,000
- Personal Accident up to £20,000

Other benefits are included. Please see travel policy for full details.

### Main Conditions and Exclusions to Family Travel Policy

The policy contains an important Warranty and exclusions relating to existing health conditions.

Please follow the instructions in the policy document and contact the Medical Pre-Screening service on **0845 003 8069** (9.00 am–5.30 pm Mon-Fri). You must quote reference **Tayside Police Federation**, if you have any medical condition or circumstance which may affect your ability to travel.

An excess of £50 is applicable for most policy sections. The excess is payable per person, per section, per insured incident subject to a maximum of £100.

There are significant limitations and exclusions of cover for property, including valuables and money, that is left unattended or out of your immediate control and supervision. Please also note the requirements for notifications of loss/theft and the need for reports.

Full policy terms and conditions have been made available. If you require further copies please contact the Federation Office.

**Insurer: This travel insurance is arranged through Voyager Insurance Services Ltd.**

## Motor Breakdown Cover

The following summary for Police Federation Rescue Breakdown Cover does not contain the full terms and conditions of your breakdown policy contract. For a full explanation of the terms and conditions, please refer to the main policy wording. This service is provided by Call Assist Limited and underwritten by Groupama Insurance Company Limited, both companies are authorised and regulated by the Financial Services Authority.

### How to make a claim

If you or your partner's car, motorcycle, or car derived van suffers a breakdown caused by a mechanical or electrical failure please call our 24 hour Control Centre on 0333 600 7351. If you are unable to make a connection, please contact us on 01206 714339. Please have the collar number of the covered member, your return telephone number, vehicle registration number and precise location available when requesting assistance. 0333 numbers are chargeable at a local rate including from mobile telephones. They are usually included in network providers "free minute" packages. Please program the Control Centres' telephone number in your and your partner's mobile telephones.

All use of this service is available for the covered member and their partner (the person married/civil partnered/cohabiting) with the covered member at the time of the incident. Any claim will be validated with the Police Federation, with costs for any claims from non-eligible persons being the responsibility of the claimant.

We will provide cover as detailed within the policy wording for any breakdown. Cover will apply during the period of insurance and within Great Britain, Northern Ireland, the Isle of Man, and (for residents only) Jersey and Guernsey. There is no age limit to the car or motorcycle.

Features & Benefits	Additional Notes (Please see policy terms & conditions for full details of the below)
<b>Indigo Cover</b> Summary: Roadside/ Recovery	We will arrange and pay for your vehicle, you and up to 6 passengers to be recovered to the nearest garage able to undertake the repair. If your vehicle cannot be repaired locally within the same working day, your vehicle can be recovered to your home or original destination.
<b>Home Assist</b>	Your vehicle will be covered at your home address or within a one mile radius of your home address.
<b>Alternative Travel</b>	We will pay up to £100 (maximum) towards the cost of alternative transport or car hire. We will also pay the cost of a single standard rail ticket for one person to return and collect the vehicle.
<b>Emergency Overnight Accommodation</b>	We will pay a maximum of £60 for a lone traveller or £40 per person for one night for you and up to 6 passengers. The maximum payment per incident is £240.
<b>Message Service</b>	If you require, we will pass on two messages to your home or place of work to let them know of your predicament and ease your worry.
<b>Caravans &amp; Trailers</b>	Maximum length 7 metres (23 feet) recovered with the vehicle if the vehicle cannot be repaired roadside.
<b>Keys</b>	Callout and mileage back to the recovery operator's base. All other costs incurred will be at your expense.

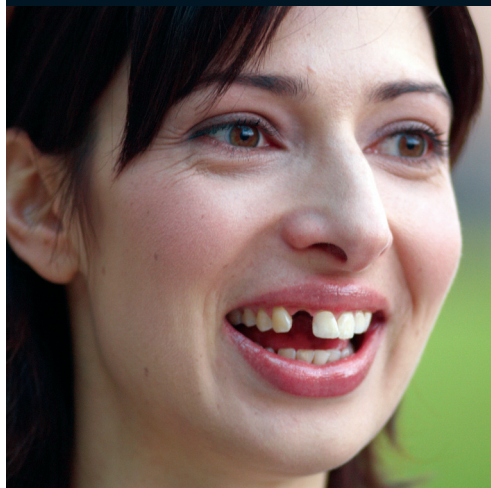
### Significant Exclusions

(For a full list of exclusions, please refer to the policy terms and conditions)

• Assistance following an accident, theft or vandalism
• Breakdowns caused by insufficient fuel.
• The recovery of the vehicle and passengers if repairs can be carried out at or near the scene of the breakdown within the same working day. If recovery takes effect we will only recover to one address in respect of any one breakdown.
• Any subsequent callouts for any symptoms related to a claim which has been made within the last 28 days, unless Your Vehicle has been fully repaired at a Suitable Garage, declared fit to drive by the Recover Operator or is in transit to a pre-booked appointment at a Suitable Garage.
• Any request for service if the vehicle is being used for motor racing, rallies, rental, hire, public hire, private hire, courier services or any contest or speed trial or practice for any of these activities.
• The cost of parts, components or materials used to repair the vehicle.
• Any winching charges or the use of specialist equipment
• Any breakdown that occurred before you were provided with this cover.
• More than six callouts in any twelve month period.
• Claims totalling more than £15,000 in any one year.
• The cost of alternative transport other than to your destination and a return trip to collect your repaired vehicle.
• Overnight accommodation or car hire charges if repairs can be carried out at or near the scene of the breakdown within an agreed time.
• Any damage to your vehicle or its contents whilst being recovered, stored or repaired and any liability arising from any act performed in the execution of the assistance services provided. We will not pay for any losses that are not directly covered by the terms and conditions of this policy. For example, we will not pay for you to collect your vehicle from a repairer or for any time that has to be taken off work because of a breakdown.

If you require cover for a trip to Europe, a discounted policy is available by visiting [www.startrescue.co.uk/european](http://www.startrescue.co.uk/european). An additional 15% discount is available from the stated rates by entering the code POLICEFED1215 towards the end of the purchase process.

# Don't Forget!



## Your Police Federation Insurance Scheme

now has cover for dental accidents & emergencies!

Should you or a covered partner have an accident, or simply a toothache that requires an urgent or emergency appointment with a dentist, you can claim costs back. This cover applies even if you visit your usual dentist. If you do not have a dentist or are away from home, Denplan will find you a dentist anywhere in the World. Claim forms are available by calling 0800 7315 052 or by contacting the Federation Office.

If you wish to upgrade your cover to include routine and remedial treatment Philip Williams & Co on **0845 230 1654**

## HOME INSURANCE THAT SHOULD SAVE YOU MONEY & COULD ALSO PAY FOR DINNER...

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Great levels of cover, excellent value, our friendly, knowledgeable UK-based staff will find the right policy for you. Everybody requesting a Home Insurance quote will receive a **FREE** Parker pen, and as a welcome, every new policy holder will receive a £25 Marks & Spencer or Tesco voucher. Recommend a friend and you **BOTH** receive the vouchers\*.

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**CALL 0845 230 1650**

**or visit [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) NOW!**  
and quote "Dinner".



35 Walton Road, Stockton Heath, Warrington, Cheshire WA4 6NW  
Tel: 01925 604 421 Fax: 01925 861 351

Philip Williams and Company are Authorised and Regulated by the Financial Services Authority  
\*Subject to terms and conditions, ask us for details.

# NOTES



## Claims Procedure

All claims with the exception of Legal Expenses, Home Emergency, Denplan, Motor Breakdown and Emergency Medical claims under the travel insurance should be reported to the Federation Office on **01382 596 661** who will provide a claim form and further guidance on how to make a claim.

Immediate notice must be given to the Federation Office of any event which a member believes is likely to give rise to a claim. If claims are not reported within 60 days of the date of the incident they may not be met.

The onus is on the member to notify a claim and it is not the responsibility of the Federation to make a member aware of their entitlement to claim.

## Insurers

A list of the insurers under this scheme is available upon request from the Federation Office.

## Complaints Procedure

The Federation Insurance Scheme is arranged on behalf of the Trustees by Philip Williams and Company who are authorised and regulated by the Financial Services Authority registration number 308860. The Trustees are responsible for dealing with the insurance broker and organising the Policies. Any complaints about any aspect of the Federation Insurance Scheme should in the first instance be directed to the Trustees. We will then investigate any complaint; identify the appropriate person to speak to and then either resolve the matter with that organisation and the Member or arrange for the appropriate organisation to resolve it directly with the Member.

Therefore if you have any complaints about the Federation Insurance Scheme please contact the Federation Office on:

**Telephone 01382 596 661**

Or simply write, giving details of your complaint to:

JBB Secretary Federation Office, HQ Annexe, West Bell Street, Dundee DD1 9JU



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