Friendly Life Cover

Joint Life - Policy Summary

keyfacts®

National Friendly



Friendly Life Cover

This policy may be suitable if your death, or that of your partner, would have a significant financial impact. For example, if you have a mortgage to repay. This policy pays a lump sum if you die between the policy start date and the end of the term.

We've been around since 1868, so we have a long history of looking after our members. We want to look after you now and in the future.

This document does not contain full terms of the policy. Full terms, conditions, definitions and exclusions are detailed in the Policy Conditions.



What the policy provides:

- A wide range of terms and cover amounts
- Cover for joint policyholders (must both be living at the same address)
- Optional waiver of premium
- Optional fracture cover with defined benefit amounts
- Optional access to Friendly GP+ and Friendly Dentist services

You might choose this policy if you want:

- A lump sum if you die, or receive a terminal diagnosis during a set period of time (the term)
- A choice of level or decreasing cover
- To make sure someone receives a lump sum should you die within the term

Eligibility and suitability

You must be:

- Aged 18–77 at policy start
- Resident in the UK
- Able to pay monthly premiums by Direct Debit from a UK bank account
- You must have a financial interest in the life covered (known as insurable interest)

This policy is not suitable for people who:

- Want an investment element
- Cannot afford the premiums
- Want guaranteed mortgage matching (for decreasing cover risk)

Life cover

The term of the policy is how long your insurance lasts. You can choose any number of years between 5 and 50, although the policy must end before you reach your 90th birthday. For joint life policies, this is based on the age of the eldest life covered.

People often choose a term that matches the length of their mortgage.

You can choose the amount of cover you need, subject to maximum limits based on your age when you take out the policy. In general, the higher the amount of cover you choose, the higher your premium will be. The totals in the table below are for any single policy or combination of policies.

Age at entry	Maximum lump sum
Up to 34	£1,000,000
35 – 39	£800,000
40 – 44	£600,000
45 - 49	£500,000
50 – 54	£400,000
55 – 59	£300,000
60 - 64	£150,000
65 - 69	£75,000
70+	£50,000



You can also choose either level or decreasing cover to suit your circumstances.

Level cover

The amount we pay on death or terminal illness stays the same throughout the policy term, unless you ask us to change your cover and we agree.

Decreasing cover

This type of cover is often used to help protect a repayment mortgage or any other debt which reduces over time. The amount we pay on death will reduce each month throughout the term of the policy at a rate of 6% a year, reaching zero at the end of the term you choose. For this reason, it is cheaper than level cover.

Terminal illness cover

We will pay the covered amount sooner if we receive evidence from a doctor or specialist we recognise that you have an incurable condition and are expected to die within 12 months.

Optional benefits or services

Waiver of premium

Waiver of premium means that if you suffer a long-term illness or injury and are unable to work or carry out 3 or more listed activities, you won't have to make further payments for your cover until you recover. We will assess your application based on your health and occupation.

If you choose waiver of premium, it will only apply to the first life covered, who must be the person paying for the policy. You must be aged under 60 when you choose this benefit. If a claim is accepted, we will pay your premiums after a qualifying period, subject to ongoing medical evidence. This benefit will end at age 65.

Your requirement to pay for your cover will end once we have accepted your claim, which will be no earlier than 26 weeks after you are first absent from work or otherwise meet our definition of incapacity.

If you are working

We will require medical evidence that confirms that a new illness or injury, first suffered after the policy started, means you are unfit for work for a consecutive period of 26 weeks or more. We will then confirm the date on which you can stop paying for your cover. We will also contact you when you need to start paying again, which will be when you recover.

If you are not in paid employment

Waiver of premium will start when a new illness or injury, first suffered after the policy started, means that you cannot do 3 or more of the following:

- Walk more than 200 metres on a level surface without assistance
- Climb up 12 stairs, using a handrail where required, and then climb down again
- Bend to touch the floor and rise without assistance
- Get in and out of a standard 4- or 5-door car
- Write or type using pens or electronic equipment
- Lift an object weighing 2kg (4.4 pounds) off and back onto a table following a count of 60

We will only accept medical confirmation from a UK doctor, so if you suffer such incapacity when abroad, you will need to return to the UK to obtain this.

Fracture cover

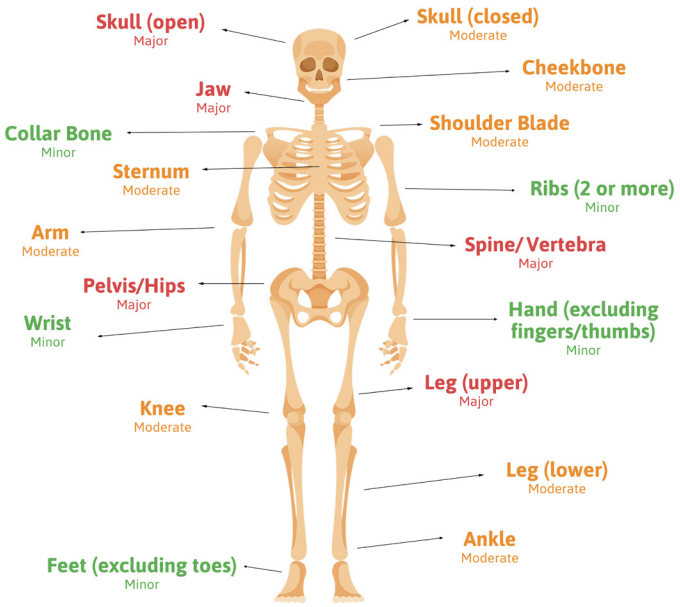
Cover is available if you are 60 or under when you take out the policy. It provides a one-off payment if you suffer a specified bone fracture. However:

- Pre-existing fractures are excluded
- Fractures occurring within the first 7 days of the policy are not covered
- Stress fractures, hairline fractures, micro-fractures and avulsions/chips are excluded
- The fracture must be diagnosed by a consultant
- Any fracture sustained whilst taking part in an excluded sport or hobby (see Policy Conditions for full details)

Benefit amounts depend on the selected cover level. The maximum payable in any policy year is limited to the selected level. This benefit will be removed from the policy when you reach age 65, at which time we will adjust your premium.

We categorise covered breaks as Minor, Moderate and Major:

- **Minor: Hand (excluding fingers/thumbs), feet (excluding toes), ribs (2 or more), collar bone, wrist**
- **Moderate: Knee, ankle, leg (lower), arm, cheekbone, skull (closed), shoulder blade, sternum**
- **Major: Skull (open), jaw, spine/vertebra, pelvis/hips, leg (upper)**



Friendly GP+

A service that provides you and your family with:

- 24/7 GP telephone consultations
- Video consultations
- Referrals to consultants
- Physiotherapy support
- Private prescription arrangements (available at extra cost)

For those in your family aged 16+:

- Health and wellbeing support
- Counselling
- Legal advice
- Financial guidance

Friendly Dentist

An app-based service for the policyholders only, providing:

- Unlimited access to our chat dental helpline
- Expert-led videos on dental health with tips and best practices to keep your smile healthy
- Smart educational articles written by dental experts.

Available at extra cost:

- Emergency online dental appointments and sourcing of in-person emergency treatment where required
- Video call examinations
- Prescriptions, including those for dental antibiotics

Important limitations

- We only pay the life and terminal illness benefit once. Once we have paid either on death or on diagnosis of a terminal illness, the policy and all benefits will end. We will never pay both benefits. You can't make a claim for terminal illness after the life insured dies.
- For joint life policies, we will only pay one claim, based on the first person to die or be diagnosed with a terminal illness. Once a claim is paid, the policy and all benefits end.
- The optional fracture cover, Friendly GP+ and Friendly Dentist benefits are only available if you do not already have them under another National Friendly policy.
- Payment will be made to the person legally entitled to receive it.
- In the first year of the policy, we don't pay if you or any covered person dies as a result of suicide or a suicide attempt, or other serious self-inflicted injury.
- If you choose decreasing cover, we have assumed an interest rate of 6% over the term of the policy. If this is less than the actual interest rate which applies to your mortgage, the amount we pay out may not be enough to repay your mortgage in full.
- We may pay out less than your outstanding mortgage payments.
- No terminal illness claim can be made in the final 12 months of the policy term.
- The cost of optional benefits and services may change over time.
- Optional benefits can be removed at any time, but cannot later be added back to the policy.
- If payments are missed, this may reduce the amount we pay or mean no claim is payable.
- We will usually pay claims worldwide, provided evidence can be verified in the UK. However, exclusions apply where travel advice is in place.
- This policy has no cash-in value at any time.

We also won't pay out:

- If your death is a direct result of excess alcohol or drugs, or active involvement in criminal activity
- If we later find out details of your application were incorrect
- If you die outside of the term agreed

Claiming on the policy

All claims are handled by us. To start a claim, contact us in the first instance using the details on the back page. We may ask for medical or legal evidence to assess your claim before making payment. Full claims procedures are detailed in the Policy Conditions.

When the policy ends

- You choose how long the policy lasts (the term), between 5 and 50 years. Cover ends on the policy end date shown in your Policy Schedule, after which no payment will be made on death.
- If you don't pay and owe 3 months' premiums, we will end your policy and all cover will stop. You may be able to reinstate it within 1 month, subject to paying outstanding premiums and providing any information we request. We may apply new terms or refuse reinstatement.
- The policy will end earlier if you cancel it, we end it due to you breaching the policy conditions, or we pay out on death or terminal illness. No further premiums will be payable once the policy has ended.
- We may also end your policy if it was issued on the condition that you cancel another specified National Friendly policy and you do not cancel it.

Tax considerations

Payment on death will be free from UK income tax and capital gains tax, but may form part of your estate for Inheritance Tax (IHT) purposes.

Regulatory and legal information

Our contact details are on the back page.

You have cancellation rights under this policy. We'll refund any premiums you've paid if you change your mind within 30 days of receiving your welcome pack. You can cancel at any time after 30 days but you won't get any premiums back and all cover under your policy will end.

Every now and then you may need to review and update the cover to ensure it still meets your needs.

If you wish to make a complaint, please contact us in the first instance using the contact details on the back page. You can raise a complaint in via our online form, email, post, or by telephone. If the complaint is not resolved, it may be referred to the Financial Ombudsman Service. Full details of the complaints process are provided in the Policy Conditions.

National Deposit Friendly Society Limited is registered in England and Wales (No. 369F). Registered office: 11–12 Queen Square, Bristol BS1 4NT.

National Deposit Friendly Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (FRN 110008). You can check this at **register.fca.org.uk**

The Friendly GP+ and Friendly Dentist services are provided by National Friendly Financial Solutions Limited, part of the National Friendly Group. As non-contractual discretionary benefits, we reserve the right to amend, improve, remove, or change the cost of these services at any time if necessary. We will give a minimum of 90 days' notice.

The policy is covered by the Financial Services Compensation Scheme (FSCS). Details of cover and eligibility are available at **fscs.org.uk**

We process personal data in accordance with the Data Protection Act 2018. Details of how we collect and use personal information are available in our Privacy Notice and the Policy Conditions.

The policy is governed by the law of the United Kingdom. All documentation and correspondence will be in English and all currency is in pounds sterling (£).

Here's how you can contact us

We're open from 8am to 6pm, Monday to Friday excluding bank holidays. Documents are sent digitally. To meet specific needs, they are available on request in print, large print, Braille, or audio.

Call us on: **0333 014 6244**

Email us at: **info@nationalfriendly.co.uk**

Or visit us at: **www.nationalfriendly.co.uk**

We're proud to be recognised as a 2025 Claims Charter Signatory - an independent acknowledgment of our commitment to high standards in claims handling.

Our commitment to service is reflected in the feedback we receive every day. Our Trustpilot rating is **Excellent**, demonstrating the care, clarity and responsiveness our members experience across their journey with us.
This rating is current as of May 2026.

With over 150 years of experience, we continue to be recognised across the industry for service and innovation. In 2025, we won 5 awards:

COVER EXCELLENCE AWARDS 2025 WINNER – Outstanding Protection Product Innovation

COVER EXCELLENCE AWARDS 2025 WINNER – Outstanding Individual Income Protection

COVER WOMEN IN PROTECTION AND HEALTH AWARDS 2025 WINNER – Women of the Year - Claims – Gemma Price

COVER WOMEN IN PROTECTION AND HEALTH AWARDS 2025 WINNER – Women of the Year - Marketing – Sally Waterfield

Insurance choice awards – Innovation of the year Winner 2025 – Smart money people

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