

# Membership Guide

Optimum Global Life Insurance

**IMPORTANT**  
You are requested to read this document.  
It contains important information about Your Policy.



# LIFE INSURANCE

Thank you for choosing to place this Insurance with Optimum Global Insurance Company Limited. This is the definitive evidence of the cover we have placed, and no further documentation will be issued, therefore please keep this document in a safe place.

## Regulatory Authorities

This insurance is underwritten by **Optimum Global Insurance Company Limited**.

**Optimum Global Insurance Company Limited** is a company registered in Guernsey under registration 63433 and authorised and regulated by the Guernsey Financial Services Commission.

Registered Address:

Second floor, Block A, Lefebvre court, Lefebvre street, St Peter Port, Guernsey, GY1 2JP

For all notifications under this contract, the address is as shown below:

**Optimum Global Insurance Company Limited  
c/o Optimum Global Ltd**

Claims and Administration Centre  
4th Floor, 21 Perrymount Road,  
Haywards Heath  
West Sussex  
RH16 3TP  
United Kingdom

[claims@optimumglobal.com](mailto:claims@optimumglobal.com)

**Optimum Global Limited** is registered in England and Wales. Company Registration number 05347793

**Optimum Global Limited** is authorised and regulated by The Financial Conduct Authority: FRN 453654

# GROUP LIFE INSURANCE

The Underwriters will pay the Sum Insured mentioned in the Schedule to the Insured after production of satisfactory proof, as determined by the Underwriters, of:

- i. the happening of the Event stated in the Schedule; and
- ii. the Insured Life and
- iii. the age of the deceased Insured Person.

**PROVIDED ALWAYS THAT** this insurance cover is subject to conditions and exclusions set out in the Policy and those, if any, endorsed by the Underwriters herein.

## DEFINITIONS

**Beneficiary:** The person or entity named in the original application designated to receive the benefits from the insurance policy in the event of a claim, such as the death benefit in a life insurance policy.

**Claim:** A request by the Beneficiary for payment of benefits under the terms of the insurance policy.

**Death Certificate:** An official document issued by a competent authority certifying the death of the Insured Life.

**Event:** The occurrence or happening specified in the Schedule triggers the Sum Insured payment.

**Free Cover Limit:** The maximum amount of Sum Insured to which the Insured Life is entitled under this Insurance without providing evidence of insurability.

**Insured:** The person or entity who owns the insurance policy and is entitled to the benefits provided under it.

**Insured Life:** The person whose life is insured under the policy.

**Minimum Age:** 18th Birthday of an Insured Life or such other date as shall be agreed in writing between the Insured and the Underwriters

**Maximum Age:** All coverage will cease on the first policy anniversary that falls on or following the Insured Life's 64th birthday.

**Policy:** The contract of insurance between the Insured and the Underwriters, including all terms, conditions, endorsements, and schedules.

**Policy Year:** A period of 12 months starting from the original inception date of the policy and each consecutive 12-month period for which the policy is renewed.

**Premium:** The amount payable by the Insured to the Underwriters for the insurance coverage provided.

**Schedule:** The part of the policy document that contains specific details of the insurance cover, including the Sum Insured, the Insured Life, and other key information.

**Sum Insured:** The amount of insurance cover or benefit the policy provides, as stated in the Schedule.

**Underwriters:** The insurance company or entities that underwrite the insurance policy.

**We, Our, Us:** Refers to Optimum Global Insurance Company Limited, the insurer providing the coverage described in this policy.

# PREMIUM PAYMENT CLAUSE

Notwithstanding any provision to the contrary with this contract or any endorsement hereto, in respect of non-payment of premium only the following clause will apply.

The Insured undertakes that premium will be paid in full to the Insurer within 30 days of inception of this contract.

If the premium due under this contract has not been paid to the Insurer by the 30th day from the inception of this contract, the Insurer shall have the right to cancel this contract by notifying the Insured. In the event of cancellation, premium is due to Insurers on a pro-rata basis for the period that Insurers are on risk, but the full contract premium shall be payable to Insurers in the event of a loss or occurrence prior to the date of termination which gives rise to a valid claim under this contract.

It is agreed that the Insurer shall give not less than 30 days prior notice of cancellation to the Insured. If the premium due is paid in full to the Insurer before the notice period expires, notice of cancellation shall automatically be revoked. If not, the contract shall automatically terminate at the end of the notice period.

If any part of this clause is found by a court or relevant authority to be invalid or unenforceable, the rest of the clause will still be valid and in effect.

## GENERAL CONDITIONS

**1.** Underwriters reserve the right to vary from time to time any of the terms of this Policy and Schedule and of any endorsement attaching to it upon giving to the Insured three months' notice of its intention to do so. Any such variation, other than a variation of the premium, shall apply only to the Sums Insured or increases in Sums Insured becoming effective on or after the expiry of such notice.

**2.** Underwriters reserve the right upon giving written notice to the Insured to terminate this Policy upon any infringement of these general conditions and payment of any benefit shall be conditional upon the Insured complying with the terms of this Policy.

i. If a fraudulent claim is made under this insurance contract, the Insurer:

a) Is not liable to pay the claim; and

b) May recover from the Beneficiary any sums paid by the Insurer to the Insured in respect of the claim; and

c) The Insurer may notify the Insured that the contract is considered terminated from the time the fraudulent act was committed

ii. If the Insurer exercises its right under clause (i)(c) above:

a) The Insurer shall not be liable to the Insured in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to the Insurer's liability under the insurance contract (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and,

b) The Insurer need not return any of the premiums paid.

**3.** Words in the masculine gender shall be deemed to include the feminine.

**4.** This Policy does not acquire a surrender value.

**5.** The maximum age of any one Insured Life is 64 years.

**6.** All covered lives are insured for an amount of £100,000, or £50,000, or \$100,000 or \$50,000 or €100,000, or €50,000 as stated on the schedule of cover, unless otherwise arranged and signed off by the underwriters.

**7.** Notwithstanding anything to the contrary contained in this Insurance it is a condition precedent to the Insurer's liability under this Insurance that:

(a) The Beneficiary shall give to the Insurer(s) written notice as soon as reasonably practicable of any claim made against the Insured in respect of the business reinsured hereby or of its being notified of any circumstances which could give rise to such a claim.

(b) The Beneficiary shall furnish the Insurer(s) with all information known to the Insured in respect of claims or possible claims notified in accordance with (a) above and shall thereafter keep the Insurer(s) fully informed as regards all developments relating thereto as soon as reasonably practicable.

(c) The Insurer(s) shall have the right at any time to appoint adjusters and/or representatives to act on their behalf to control all investigations, adjustments and settlements in connection with any claim notified to the Insurer(s) as aforesaid.

(d) The Beneficiary shall co-operate with the Insurer(s) and any other person or persons designated by the Insurer(s) in the investigation, adjustment and settlement of such claim.

**8.** Unless specially provided herein to the contrary the Laws of the Island of Guernsey shall govern this Policy and the Courts in Guernsey alone shall have jurisdiction in any dispute arising hereunder.

**9.** Notice of any claim under this Policy shall be given by the Beneficiary to Optimum Global as soon as practicable.

**10.** This Policy is free from all restrictions as to occupation, foreign travel or residence, except as may be specially provided herein to the contrary and is indisputable unless there is non-disclosure or misrepresentation of a material fact.

**11.** If it should be found that the age of an **Insured Life** was understated when this Policy commenced, then the Sum Insured shall not be payable.

**12.** No benefits under this Policy shall be subject to interest charges and the Underwriters shall not be affected by any trust, charge, lien, assignment or any other dealing related to this Policy.

**13.** The receipt of a Form of Discharge from the Insured or from any other person or persons duly authorised by them by notice in writing to the Underwriters shall be an absolute discharge in respect of the payment by the Underwriters of any Sum Insured under this Policy.

# POLICY EXCLUSIONS

## NUCLEAR, CHEMICAL, BIOLOGICAL TERRORISM EXCLUSION CLAUSE

Notwithstanding any provision to the contrary within this Policy or any endorsement thereto it is agreed that this Policy excludes any losses directly or indirectly arising out of, contributed to or caused by, or resulting from or in connection with any act of nuclear, chemical, biological terrorism (as defined below) regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

For the purpose of this exclusion:

“Nuclear, Chemical, Biological Terrorism” shall mean the use of any nuclear weapon or device or the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous Chemical agent and/or Biological agent during the period of this Policy by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious or ideological purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.

“Chemical” agent shall mean any compound which, when suitably disseminated, produces incapacitating, damaging or lethal effects on people, animals, plants or material property.

“Biological” agent shall mean any pathogenic (disease-producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesised toxins) which cause illness and/or death in humans, animals or plants.

If the Underwriters allege that by reason of this exclusion any loss is not covered by this Policy, the burden of proving the contrary shall be upon the Insured.

## TERRORISM EXCLUSION

Notwithstanding any provision to the contrary within this Agreement or any endorsement thereto, this Policy does not cover any liability, loss, cost or expense of whatsoever nature directly or indirectly caused by, resulting from, arising out of or in connection with any act of terrorism, regardless of any other cause contributing concurrently or in any other sequence to the liability, loss, cost or expense.

For the purpose of this exclusion, terrorism means any actual or threatened violent act or act harmful to human life directed towards or having the effect of (a) influencing or protesting against any de jure or de facto government or policy thereof or (b) intimidating, coercing or putting in fear a civilian population or section thereof.

## WAR EXCLUSION

Notwithstanding any provision to the contrary within this Agreement or any endorsement thereto, this Policy does not cover any liability, loss, cost or expense of whatsoever nature directly or indirectly caused by, resulting from, arising out of or in connection with any act of war, regardless of any other cause contributing concurrently or in any other sequence to the liability, loss, cost or expense.

For the purpose of this exclusion, war means any loss or damage arising directly or indirectly from, occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power.

## SUICIDE EXCLUSION

This Policy does not cover death directly or indirectly arising out of or contributed to by the Life Insured's wilful self-injury, suicide, attempted suicide, or deliberate exposure to exceptional danger (except in the attempt to save human life).

## CRIMINAL ACT

This Policy does not cover death directly or indirectly arising out of or contributed to by an Insured Person's own criminal act (as defined herein).

## DRUGS AND ALCOHOL EXCLUSION

This Insurance does not cover death in any way caused or contributed to by the Insured Person being under the influence of:

alcohol; or  
drugs, except as prescribed by a registered qualified medical practitioner;

## SANCTION LIMITATION AND EXCLUSION CLAUSE

No insurer shall be deemed to provide cover and no insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the Bailiwick of Guernsey, European Union, United Kingdom or United States of America.

In addition,

We shall not be liable to pay for any claim caused by or arising out of:

1. The Insured Life engaging in air travel except as a passenger in any properly licensed aircraft;
2. The Insured Life engaging in or taking part in any Ship Crew activities or work whatsoever;
3. The Insured Life engaging in or taking part in any work on Offshore Oil and/or Gas Rigs or Platforms;
4. The Insured Life engaging in or taking part in naval, military or air force service or operations;
5. The Insured Life engaging in or taking part in driving or riding in any kind of motor race or rally;
6. Result from the Insured Life engaging in or taking part in or training for any professional sports of any kind.

## TERMINAL ILLNESS EXCLUSION

No benefits will be payable under this policy if the Insured Life was diagnosed with a terminal illness at the time of purchasing the policy. A terminal illness is defined as an advanced or rapidly progressing incurable illness where, in the opinion of a medical practitioner, the life expectancy of the Insured Life is less than 12 months from the date of diagnosis.

# HOW TO MAKE A CLAIM AND CLAIM CONDITIONS

All claims and correspondence relating to claims should be addressed to:

Optimum Global Insurance Company Limited  
c/o Optimum Global – Claims and Administration Centre  
4th Floor, 21 Perrymount Road,  
Haywards Heath  
West Sussex  
RH16 3TP  
United Kingdom

Or send by email to [claims@optimumglobal.com](mailto:claims@optimumglobal.com)

Underwriters will need the following when you notify us:

- the membership number
- Official Identification (passport for example) and proof of address.
- the date of death of the Life with an original (not a copy) Death Certificate
- your contact details
- Marriage Certificate or legal change of name documentation (if death certificate shows different name to the birth certificate)
- Any other specific information which Underwriters may request.

## COMPLAINTS PROCEDURE

The Underwriters make every endeavour to provide an excellent level of service. If you wish to make a complaint concerning this policy, you should contact:

### **Optimum Global Insurance Company Limited**

Second floor, Block A,  
Lefebvre court, Lefebvre street,  
St Peter Port,  
Guernsey, GY1 2JP

On the rare occasion that we are not able to settle your complaint ourselves and you are not satisfied with our final response, you might be eligible to refer your complaint to the Channel Islands Financial Ombudsman at:

Channel Islands Financial Ombudsman  
P O Box 114  
Jersey  
Channel Islands  
JE4 9QG

Tel: +44 1534 748 610  
International Number: +44 1534 748 610  
Email: [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org)

This complaint procedure is without prejudice to your right to take legal proceedings.

### **Complaints**

If the **policyholder** or **insured person** wishes to make a complaint it, he or she can do so at any time.

Optimum Global Insurance Company is committed to offering quality service. We resolve customers' concerns promptly, independently, and effectively.

## CUSTOMER INFORMATION

### **Personal information**

The Insured is requested to read this Document carefully. If any information appears to be incorrect, please notify your advisor or intermediary immediately.

This information includes individual insured's details such as their name, address and contact details and any other information that we collect about them in connection with your insurance

cover. This information may include more sensitive details such as information about their health and criminal convictions.

We will process individual insureds' details, as well as any other personal information you provide to us in respect of your insurance cover, in accordance with our privacy notice(s) and applicable data protection laws.



[www.optimumglobal.com](http://www.optimumglobal.com)