

Protection Life Cover and Specified Illness



 **Friends First**  
*Friends for life*

[www.friendsfirst.ie](http://www.friendsfirst.ie)

Protect the things  
you love

## About Friends First

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Friends First is one of Ireland's oldest and most established Life Assurance companies, meeting the financial needs of our customers since 1834. We have over 276,000 customers and employ over 300 people in Ireland. Friends First is fully owned by the Dutch Insurance Group, Achmea, one of Europe's leading insurance players.

## About Achmea

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Achmea was founded in the Netherlands in 1811 as a mutual insurance company with strong co-operative roots. Its main shareholders are the Achmea Association, a representative body of its customers and Rabobank also a mutual organisation which is one of Europe's leading banks. Achmea remains committed to the mutual ownership model, being the largest mutual/cooperative company in Europe, with a strong focus on developing products and services that meet its individual and corporate customer's needs. As a result, Achmea is not listed on any stock exchange.

Friends First Life Assurance Company manages total assets of €4bn, generated Total Premiums of €497m in 2015 and is regulated by the Central Bank of Ireland.

At Friends First, we are focused on providing leading protection, retirement and investment solutions which are tailored to your individual needs and will provide you with the required benefits when they are needed most. We want to assist you in meeting your goals through your lifetime, but acknowledge that your needs and circumstances will change. So where possible our products are flexible offering a range of options and alternatives which you can choose during the term of your plan.

Achmea employs 15,400 people in its Dutch business and 2,500 across its international operations. It insures approximately 8 million people in The Netherlands, one of the top 10 largest insurance markets in the world.

In the Dutch market, Achmea is the largest provider of non-life, health and income protection insurance and is also a leading provider of life and pensions.

Achmea managed total assets of €102bn, and had total equity of €10.3bn in 2015. It generated total premiums of €20bn from its domestic and international operations in 2015. Achmea holds a financial strength and long-term counterparty credit rating (Standard & Poors) of A- and had solvency cover of 2.15 times the minimum margin at the end of 2015.

In addition to the Netherlands, Achmea is also active in 5 other countries including Ireland, Turkey, Greece, Slovakia and Australia.

Achmea's aim is to consolidate its market leadership in the Netherlands and to build an integrated, European Insurance group by developing significant market positions in a number of international markets where it is present. Achmea, resulting from its ability to adapt to a changed market environment but remain true to its mutual ethos, now aspires to become the most trusted insurer in its home market and ultimately in international markets where it is present through operating companies.

## Life Cover - protect what matters most

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### Who knows what will happen next in our lives. We always hope it will be something good, but nothing is certain in life.

Fortunately, it's possible to protect yourself from some of the financial uncertainties that come with unexpected events in your life. Even in the event of your sudden and untimely death it's reassuring to know that there are ways for you to take care of your loved ones.

Life Cover from Friends First gives your family a financial lifeline in the form of a cash lump sum in the event of your death. The lump sum can then be used to settle any outstanding debts or loans, pay off a mortgage, pay bills or whatever it takes to make them financially secure after your death.

### Sudden or untimely death is not as rare as you think

- Approximately 10,000 people die each year from cardiovascular disease including coronary heart disease and stroke. It's the most common cause of death in Ireland, accounting for 36% of all deaths\*\*.
- One in three people in Ireland will develop cancer during their lifetime, and an average of 30,000 cases of cancer are diagnosed each year. Cancer is the second most common cause of death in Ireland, and accounts for over one quarter of the annual death toll.\*.

The unfortunate reality is that when you die, taxes, bills, mortgages, loans, education and grocery bills don't stop and life must go on for your loved ones. The State Widow/Widower's contributory pension is unlikely to be enough to properly support your family. This is why ensuring that their financial needs will be taken care of is one of the most important decisions you will ever make.

\* Cancer.ie, January 2014

\*\* Irish Heart Foundation, January 2014

## Affordable peace of mind you can trust

Life Cover is a lot more affordable, flexible and accessible get than you might think. You simply choose the level of cover that fits you and your family's needs and the level of payments you can afford to make. You choose the length of time you want the cover to last and the amount of the lump sum that your family would receive if you were to die while the cover was in place.

### Sample Life Cover Quote

A 35-year-old, non-smoker, takes out €300,000 worth of Life Cover over a 20-year term. This cover costs just €23.71 per month (based on standard rates) - roughly 78 cent a day.

That's very little money for complete peace of mind.

## Friends First Life Cover comes with plenty of extra benefits:



Life Cover is a lot more  
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## More options to suit your family and lifestyle

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The level of Life Cover you need depends on your family's circumstances. If you are considering Life Cover then these are some of the things you will need to think about:

- The amount of cash your family might need

- How long you want the cover to last - until your mortgage is paid off (Mortgage Protection Cover); until, say, your children's education is complete (Level Term Cover) or for the rest of your life (Whole of Life Cover)

- Cover for you (Single Cover) or for you and your spouse or partner (Joint or Dual Cover)

- Do you want to index-link cover to ensure it keeps up with inflation?

- Do you want a conversion option? This option allows you to take Life Cover for a certain period of time and then extend that cover at the end of the contract without the need for a medical reassessment.

## Choose the cover that suits you

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### Mortgage Protection Cover

With this cover a lump sum of money is provided to repay the balance of your mortgage in the event of your death. It is a basic, cost effective form of life cover

### Level Term Cover

Level Term Cover provides a set amount of Life Cover for a specified length of time. This can be from as little as 5 years to 40 years . Most terms last for 10, 15 or 20 years. You can index-link your cover and premiums to keep pace with inflation.

### Convertible Term Cover

This is Level Term Cover with an option to convert your cover into a follow on policy without the need for a medical reassessment.

### Whole of Life Cover (Unit Linked)

This type of cover does not have a specific term. Instead it covers you for the whole of your life, until you die.

### Take advice and make the right decision

There is no need to make decisions like these on your own. A Financial Broker can talk you through all your options and help you make the right decisions.

More options to  
suit your family  
and lifestyle



## Specified Illness Cover - More protection in more ways

When you take out Life Cover you also have the choice of adding Specified Illness Cover to your policy. This provides you with a lump sum if you are diagnosed with any of a specific set of illnesses. You can also take Specified Illness Cover as a standalone policy.

Statistically, serious illness is a surprisingly common life event. In Ireland, an average of 30,000 new cases of cancer are diagnosed each year, with that number expected to rise to over 40,000 per year by 2020.\*

Each year approximately 10,000 Irish people have a stroke. Although thankfully, around 8,000 of these survive, there can be no doubt about the effect of that stroke on their lives.\*\*

Approximately 8000 people live with MS in Ireland, with 250 new cases diagnosed each year. Most people are diagnosed between the ages of 20 and 40, when most are planning families and careers.\*\*\*

These are just three of the many illnesses that can have a dramatic effect on your lifestyle and that of your loved ones. There is treatment and care to be paid for, and the cost of adapting your living conditions to your illness can be substantial. Not least is the fact that a serious illness could leave you incapacitated and unable to work for the rest of your life.

Worrying about your finances should be the least of your worries if you suffer a serious illness. With Specified Illness Cover from Friends First it can be.

Specified Illness Cover provides you with a lump sum cash payment if you are diagnosed with any of 47 specified illnesses. What's more, Friends First offers you partial cover for serious accidents - such as car accidents - where you would receive a partial payment.

### Sample Specified Illness Cover Quote

A 27-year-old, non-smoker, takes out €200,000 worth of Specified Illness Cover for a 20-year term. This cover costs €45.13 per month (based on standard rates) - roughly €1.48 a day.

Great value for protection against 47 specified illnesses.

### Friends First Specified Illness Benefits

- Full payment cover for 47 specified illnesses
- Partial cover for another 21 illnesses including early stage breast and prostate cancer
- Partial cover for serious accidents such as road traffic accidents
- A partial claim still allows you to make a full claim at a later date
- Your children are provided with Specified Illness Cover completely FREE

\* Irish Cancer Society, January 2014

\*\* Irish Heart Foundation, January 2014

\*\*\* [www.msreadathon.ie](http://www.msreadathon.ie)



## Full cover for 47 Specified Illnesses

1. Alzheimer's disease – <i>resulting in permanent symptoms</i>	28. Loss of hands or feet – <i>permanent physical severance</i>
2. Aorta graft surgery – <i>for disease or traumatic injury</i>	29. Loss of independent existence – <i>permanent and irreversible</i>
3. Aplastic anaemia – <i>of specified severity</i>	30. Loss of speech – <i>permanent and irreversible</i>
4. Bacterial meningitis – <i>resulting in permanent symptoms</i>	31. Major organ transplant
5. Balloon valvuloplasty – <i>to correct heart valve abnormalities</i>	32. Motor neurone disease – <i>resulting in permanent symptoms</i>
6. Benign brain tumour – <i>resulting in permanent symptoms or surgical removal via craniotomy</i>	33. Multiple sclerosis – <i>with persisting symptoms</i>
7. Benign spinal cord tumour – <i>resulting in permanent symptoms or requiring surgery</i>	34. Neuromyelitis optica (Devic's disease) – <i>with persisting symptoms</i>
8. Blindness – <i>permanent and irreversible</i>	35. Paralysis of one limb – <i>total and irreversible</i>
9. Brain injury due to hypoxia /anoxia – <i>resulting in permanent symptoms</i>	36. Parkinson's disease – <i>resulting in permanent symptoms</i>
10. Cancer – <i>excluding less advanced cases</i>	37. Parkinson Plus Syndromes - Multiple System Atrophy - Progressive Supranuclear Palsy - Parkinsonism-Dementia-Amyotrophic lateral sclerosis complex - Corticobasal Ganglionic degeneration - Diffuse Lewy Body disease
11. Cardiac Arrest – <i>with insertion of a defibrillator</i>	38. Peripheral vascular disease – <i>with bypass surgery</i>
12. Cardiomyopathy – <i>of specified severity</i>	39. Pneumonectomy – <i>removal of a complete lung</i>
13. Chronic lung disease – <i>requiring long term oxygen therapy</i>	40. Pre-senile dementia before age 65 – <i>resulting in permanent symptoms</i>
14. Chronic Pancreatitis	41. Primary pulmonary hypertension – <i>of specified severity</i>
15. Coma – <i>resulting in permanent symptoms</i>	42. Pulmonary artery surgery – <i>with surgery to divide the breastbone</i>
16. Coronary artery surgery	43. Rheumatoid arthritis - <i>of specified severity</i>
17. Creutzfeldt-Jakob disease – <i>resulting in permanent symptoms</i>	44. Stroke – <i>resulting in permanent symptoms</i>
18. Crohn's disease – <i>of specified severity</i>	45. Systemic Lupus Erythematosus – <i>of specified severity</i>
19. Deafness – <i>permanent and irreversible</i>	46. Third-degree burns – <i>covering 20% of the body's surface area or 50% of the surface area of the face</i>
20. Encephalitis – <i>resulting in permanent symptoms</i>	47. Traumatic head injury – <i>resulting in permanent symptoms.</i>
21. Heart attack – <i>of specified severity</i>	
22. Heart structural repair – <i>with surgery to divide the breastbone</i>	
23. Heart valve replacement or repair	
24. HIV infection – <i>Occupational / Assault / Transfusion</i>	
25. Intensive Care – <i>requiring mechanical ventilation for ten consecutive days</i>	
26. Kidney failure – <i>requiring dialysis</i>	
27. Liver failure	

## Partial payments for 21 other illnesses - including serious accidents

1. Brain abscess drained via craniotomy	11. Low level prostate cancer with Gleason score between 2 and 6 – and with specific treatment
2. Carcinoma in situ – <i>Oesophagus, treated by specific surgery</i>	12. Peripheral vascular disease – with angioplasty
3. Carotid artery stenosis – <i>treated by Endarterectomy or Angioplasty</i>	13. Pituitary Tumour
4. Cerebral aneurysm – <i>with surgery or radiotherapy</i>	14. Serious accident cover
5. Cerebral arteriovenous malformation – <i>treated by craniotomy or endovascular repair</i>	15. Single Lobectomy – <i>the removal of a complete lobe of a lung</i>
6. Coronary Artery Angioplasty – <i>of specified severity</i>	16. Significant Visual Impairment
7. Crohn's disease – <i>treated with surgical intestinal resection</i>	17. Surgical removal of one eye
8. Ductal carcinoma in situ – <i>Breast, treated by surgery</i>	18. Syringomyelia or Syringobulbia – <i>treated by surgery</i>
9. Implantable Cardioverter Defibrillator (ICD) for primary prevention of sudden cardiac death	19. Third-degree burns covering 5% to 19% of the body's surface area or 25% to 49% of the face's surface area
10. Liver Resection	20. Terminal Illness benefit (automatic where Life Cover or Specified Illness is selected)
	21. Ulcerative Colitis – <i>with total colectomy</i>

For more detailed explanations and definitions of these illnesses please see our Specified Illness Conditions Covered guide.



# Our claims approach and reputation are second to none

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At Friends First we pride ourselves on our sensitive and personal approach to claims management. We ensure that valid claims are paid as promptly as possible and in line with the policy terms and conditions. We have vast experience and have been paying claimants for over 175 years. It all helps ease the worry and stress of what can be a very difficult time for you.

When managing claims we apply a number of principles and procedures to ensure that the process is fast, efficient and fair for everyone. These include:

- Personal handling of every claim from first point of contact
- Encouraging early notification of claims so that we can make decisions promptly
- Ensuring claimants thoroughly understand policy benefits and the claims process
- Resolving claims disputes in a professional and fair manner through our internal disputes procedures and through our participation in the Statutory Ombudsman Scheme

For us, honesty, openness and integrity are vital to our claims handling principles and procedures. Because our claims assessors have such insight into claimants' needs, they are centrally involved in the design of our products. This means that in the event of a claim, your expectations are met by the cover and personal service we provide.

## Don't just take our word for it

Our reputation is supported by claimant research. Friends First scored a 87% satisfaction rating according to our last claimants survey which was independently conducted by I-Reach.

## Income Protection

Income Protection provides you with a replacement income if you suffer an accident, or illness that leaves you unable to earn an income\*. This regular income is paid until you return to work or reach retirement age. Income Protection should be considered as another way of protecting your family from unexpected events. Friends First is Ireland's first and foremost provider of Income Protection, with a benefits and claims record that is second to none.

For more information on any of our products, speak with your, log onto [www.friendsfirst.ie](http://www.friendsfirst.ie) or simply call us on



**1890 923 308**

\* Maximum Benefit Calculation: 75% of the first €125,000 annual salary (less BIK's), plus 33% of the balance, less the State Illness Benefit (if applicable), to an overall maximum of €175,000 p.a.

Claimant must satisfy the policy definition of disability as set out in policy conditions.



Friends First is part of **Achmea**

Friends First Life Assurance Company dac, Friends First House, Cherrywood Business Park, Loughlinstown, Dublin 18. Friends First Life Assurance Company dac is regulated by the Central Bank of Ireland. The information in this brochure is based on our understanding of current law and revenue practice. Terms and conditions apply.