

# Underwriting Guide

## INCOME ONE PLUS & PURE PROTECTION PLUS



# Underwriting at The Exeter

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As a specialist income protection provider, our range of quality products cover almost all occupations simply and cost effectively.

Our underwriting approach complements our products by combining flexibility and expertise with the personal touch you've come to expect from us.

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## ▶ **Forward thinking processing**

Our products and services are not only simple to advise on, but they're complemented by a seamless service.

Our online adviser platform enables more of your clients to receive an instant decision. The rules-based application journey uses dynamic questioning, designed to gather all of the information we need immediately.

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## ▶ **Delegated underwriting**

Another feature of our adviser experience is delegated underwriting. This enables you to delegate application questions via email for your client to complete, benefiting you in the following ways:

- Provides a quick solution if you're stuck on a question
- Removes the risk of non-disclosure from an adviser perspective
- Saves you time on keying in applications.

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## ▶ **Under 42**

If your clients are under age 42, we will not ask for the routine medical evidence that other insurers might - regardless of the benefit level they choose. Our automatic medical limits tables can be found on page 9.

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### ▶ **Simplified financial underwriting**

We offer two options for your clients to fix their benefit, providing valuable reassurance at claim stage.

The minimum benefit guarantee option enables your clients to fix their benefit (up to £1,000 per month), requiring no financial evidence at application and simplified evidence at claim. To find out more, read our income protection Product Guide.

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### ▶ **Simple service in a complex world**

Our underwriters have a commitment to assess and respond to applications within 24 hours.

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### ▶ **The human touch**

If you have any questions about an application, our underwriters are here to help. It may be that your client has a specific medical condition or family history, or a high risk occupation or hobby; either way you can speak to an underwriter directly by calling us.

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### ▶ **Award-winning proposition**

Our focus on providing quality products and exceptional service underpins everything we do. We're proud to have received the following accolades:

- **Winner** – Best Individual Life Insurance, Cover Excellence Awards, 2019
  - **Winner** – Best Private Medical Insurance, Cover Customer Care Awards, 2019
  - **Winner** – Best Income Protection Provider, Paradigm Awards, 2018 & 2019
  - **Winner** – Customer Service 'Above and Beyond', Cover Customer Care Awards, 2019
  - **Winner** – 'Doing it Better', Protection Review Awards, 2019
  - **Winner** – Legal & Financial, Exeter Living Awards, 2019
  - **Highly Commended** – Income Protection Provider, The Personal Finance Awards, 2019.
  - **Highly Commended** – Claims Management Team, Cover Customer Care Awards, 2019
  - **Highly Commended** – Underwriting Team, Cover Customer Care Awards, 2019
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# Our underwriting principles

This section will help you understand the underwriting process for our range of income protection policies, benefiting both you and your clients by helping them achieve cover more quickly and efficiently.

## ► Lifestyle, health and occupations

Applications are often delayed by conflicting evidence between the application form and the GP's Report.

This leads to us having to ask your client to attend a mini screening to check up-to-date height, weight, blood pressure check and urinalysis. Therefore, please disclose as accurately as possible.



### Smoking

A loading may be applied if consumption is heavy or your client suffers from a medical condition such as asthma which can be aggravated by smoking. Sometimes we may ask for a cotinine test to be carried out to confirm smoking status. This will usually be done by taking a saliva or urine sample.



### Alcohol

An application may be loaded, deferred or declined if there are indications of excessive alcohol intake. We may ask for a liver function test. We will consider more closely those clients working within the licensed trade and accidents attributed to alcohol or sickness absence from work.



### Family history

For conditions with a strong hereditary tendency, we may need to obtain further medical evidence. For example:

**Family history of cardiomyopathy** - we will need to know the exact type of cardiomyopathy and whether the applicant has had any investigations regarding the condition.

**Family history of Huntington's disease** - terms will only be available for applicants aged over 55.

**Family history of polycystic kidney disease** - if the applicant is under 35 they will be declined. For people over 35 terms will only be available if the applicant has had negative investigations.



## Height/weight

Your clients' BMI will determine the level of information we require to underwrite their application.



## BMI outcomes

**<18** Refer to underwriting for assessment

**18 - 33** Accept at ordinary rates

**34 - 39** Application may incur a loading

**40 - 46** Further medical evidence will be required\*

**>46** Decline

\*Please note that applicants under the age of 30 with a BMI >44 will be declined for cover. These outcomes are subject to change and assume no other risk factors are present.



## Occupation and activities

Activities which involve a high risk of accident or injury will normally be excluded from short deferred contracts and activities such as potholing, rock climbing/mountaineering, motorsports and aviation will normally be excluded.



## Residency and language

To apply, you need to have been a UK resident for at least the last 3 years and have been registered with a UK based NHS GP for the same period.

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### ► Specific conditions



#### Anxiety/depression/stress

Episodes within the last 5 years usually result in an exclusion but terms will depend on severity of symptoms, recurrence, time off work, hospital treatment or suicide attempts.



#### Arthritis

Cases of rheumatoid or psoriatic arthritis will be declined. Terms for osteoarthritis will depend on the amount of joints affected, time off work and severity of symptoms.



#### Asthma

If the applicant is also a smoker a minimum rating of 50% will normally apply.



#### Back pain/sciatica

Symptoms within the last 5 years or recurrent episodes will usually result in an exclusion.

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## Crohn's disease

We will offer a minimum 4 week deferred period only. At best we will apply an exclusion but if severe may well be declined.



## Diabetes

Terms can be considered following further medical evidence for gestational diabetes (during pregnancy only) and type 2 diabetes.

Terms for type 2 diabetes will be offered on a minimum 4 week deferred period subject to the applicant:

- Having an HbA1c of <9% (75mmol/mol)
- Being 30 years old or above
- Having had a diabetic review within the past 24 months.



## Epilepsy

Terms will depend on the frequency and severity of attacks but if driving is an essential part of the applicants job then an exclusion will always be applied.



## Fractures

If the fracture is recent it will be subject to individual consideration but not necessarily an exclusion or loading.



## Heart murmur

GP report will be requested in all cases and terms will depend on the cause of the murmur and the severity but if special terms apply this will normally be in the form of a rating.



## High blood pressure

GP report will be requested in all cases and terms will depend on the cause of the murmur and the severity but if special terms apply this will normally be in the form of a rating.



## High cholesterol

If the cholesterol is controlled and no other risk factors are present then we will normally accept at standard rates. A GP report will sometimes be requested.



Unfortunately we are unable to offer cover to clients with the following medical issues:

- AIDS
- Hepatitis B or C
- Ischaemic heart disease which includes heart attacks and angina
- Major strokes
- Most recent cancers requiring chemotherapy or radiotherapy
- Multiple sclerosis
- Multiple suicide attempts
- Psoriatic arthritis
- Recreational drug use in the last 5 years (excluding light cannabis use)
- Rheumatoid arthritis
- Transplants
- Type 1 diabetes
- Type 2 diabetes for those under the age of 30.

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### ▶ **The outcome**

Having taken into account all information disclosed and medical information where applicable, your client will receive a decision which will fall into one of the following categories:

- Standard rates
- Loading (min 50% - max 150%)
- Standard rates with exclusion(s)
- Loading and exclusion(s)
- Postpone
- Decline.

We would always prefer to add a loading or exclusion to a policy than decline it. Usually, a maximum of 3 exclusions will be applied before the application is declined.

If your client has an exclusion applied to their policy, we will add a review date to the terms of the policy wherever possible, usually 1-3 years after it goes on cover. If they have no recurrences of the excluded condition during this time, they can contact us and we will review whether the exclusion can be removed from their policy.

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## ► Providing evidence of income

We only need to ask for evidence of your client's income when they apply if they choose a benefit over £70,000 per year (£5,833 per month) or select the fixed benefit option.

We will require the following:



### **Employed:**

- Last month's payslip or equivalent
- Last P60.



### **Self-employed:**

- Last 2 years' HMRC Self Assessment tax returns
- Copies of the last 2 years of certified accounts.



### **Company director:**

- Last 3 months' payslips or equivalent
- Last 2 years' P60s
- Last 2 years' HMRC Self Assessment tax returns
- Copies of the last 2 years of certified company accounts.

## ► Our automatic medical limits

The following table outlines our monthly automatic medical limits.

If your client chooses a monthly benefit above the limits in the table for their age, we will require further medical evidence to support their application.

### Pure Protection Plus

All waiting periods	GPR	Mini-S	HIV	Cotinine	ME	Bloods	EECG
Up to and inc. age 41	✗	✗	✗	✗	✗	✗	✗
42 - 50	£1,666.67	£2,083.33	£4,166.67	£4,166.67	£5,000	£5,000	£5,000
51 - 55	£1,250	£1,250	£4,166.67	£4,166.67	£5,000	£5,000	£5,000
Over 55	✓	£1,250	£4,166.67	£4,166.67	£5,000	£5,000	£5,000

### Income One Plus

All waiting periods	GPR	Mini-S	HIV	Cotinine	ME	Bloods	EECG
Up to and inc. age 41	✗	✗	✗	✗	✗	✗	✗
42 - 45	£5,000	£2,083.33	£4,166.67	£4,166.67	£5,000	£5,000	£5,000
46 - 50	£1,666.67	£2,083.33	£4,166.67	£4,166.67	£5,000	£5,000	£5,000
51 - 55	£1,250	£1,250	£4,166.67	£4,166.67	£5,000	£5,000	£5,000
Over 55	✓	£1,250	£4,166.67	£4,166.67	£5,000	£5,000	£5,000

#### Key:

**GPR** - General Practitioners Report

**Mini-S** - Mini Screening

**HIV** - HIV Test

**Cotinine** - Cotinine Test

**ME** - Medical Examination

**Bloods** - Blood test including fasting lipids/ LFTs/RFTs/ full blood haematology

**EECG** - Exercise Electrocardiogram

✓ Always required ✗ Not required

# Claims overview

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The true test of an income protection plan and insurer is how they perform when your clients need them most – at claim.

We pride ourselves on the service we provide our members when they need to make a claim.

Our experienced team not only have the knowledge to assess claims quickly and efficiently, they can support your clients on their journey through the claim and back to work.

For full details of how the claims process works, please see the Policy Document or Guide to Claiming – but we've included an overview below.

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## ▶ **When do they claim?**

Your clients need to advise us of any claim they want to make within a certain time limit.

This will depend on the waiting period they choose on their policy.

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## ▶ **Waiver of premium**

With our products, once your client's claim is approved they will only have to pay their premiums during their waiting period.

We will then pay them until the claim ends. This standard feature of our plans gives your clients one less expense to worry about, leaving them to concentrate on the thing that matters most – their health.



**You matter more.**

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The friendly specialists in  
income protection, life cover,  
health insurance and cash plans.

## Contact us

### Members:

Enquiries: 0300 123 3201

Claims: 0300 123 3200

[member@the-exeter.com](mailto:member@the-exeter.com)



### Financial Advisers:

Enquiries: 0300 123 3203

[adviser@the-exeter.com](mailto:adviser@the-exeter.com)

### Opening times:

Monday to Friday 8am – 6pm

*Calls may be recorded and monitored.*

### Postal address:

The Exeter, Lakeside House, Emperor Way, Exeter EX1 3FD

### Website:

[the-exeter.com](http://the-exeter.com)



### The legal blurb

The Exeter is a trading name of Exeter Friendly Society Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Register number 205309) and is incorporated under the Friendly Societies Act 1992 Register No. 91F with its registered office at Lakeside House, Emperor Way, Exeter, England EX1 3FD.