

More value.
More flexibility.
More confidence.
MortgageSafe.

Our simple guide
to MortgageSafe:
the protection policy
that offers more.





What this guide will cover:

- 1 What is MortgageSafe?
- 2 More protection for your mortgage
- 3 Who is MortgageSafe for?
- 4 Get the mortgage protection you deserve
- 5 Our simple claims process

What is MortgageSafe?

More
More
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More confidence

Whether you're a first-time buyer or are returning to the property market, everyone should be able to protect their home. But it's not just an affordable policy that you need – it's also about giving you the cover you deserve.

That's where **MortgageSafe** comes in.

With MortgageSafe, our accessible, affordable policy, you can be confident your mortgage repayments are protected if you have an accident or are ill and can't work, so aren't earning your usual income as a result.

MortgageSafe makes your monthly repayments from the first day you are unable to work, has no or limited underwriting, and can cover up to £1,500 per month for up to two years.



of homeowners and those looking to buy in the next three years are concerned about the risk to their finances if they were unable to work due to an accident or illness*



*Survey of 1,010 20-50-year-olds who own a home through a mortgage or are looking to buy one in the next three years, YouGov, June 2022



MortgageSafe.

More protection for
your mortgage

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In a nutshell, MortgageSafe is:



A protection policy



Designed to cover mortgage repayments specifically



In the event you can't work due to accident or illness



Affordable alternative to many other protection policies

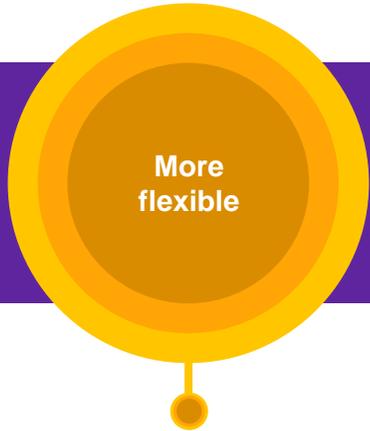


Flexible, fair, and inclusive

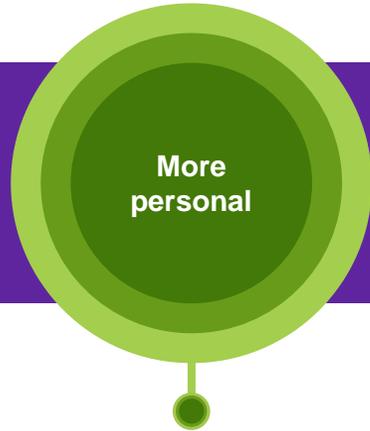


More accessible

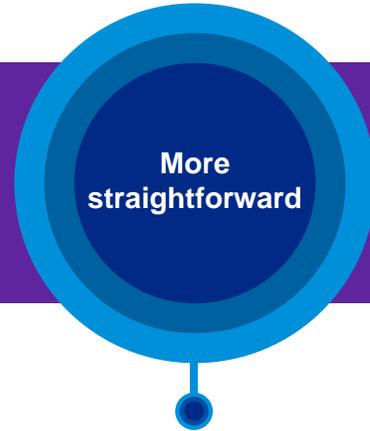
“ It’s difficult to get on the mortgage ladder as we know. So having bought a house, it’s important to protect it. **Mortgage Adviser** ”



Core: accident-only cover
Essential: accident and illness cover
Optional Child Cover available.



12 or 24 months of cover on **Essential policies.**
For mortgage repayments between £200-£1,500 per month
Covers up to 110% of the value of your monthly repayments.



No family history required.
No underwriting on Core cover.
Only five health questions for **Essential cover.**



Backdated benefit pay to day one.
A short four-week waiting period when a claim is made.
Unlimited number of claims.

More reassurance

No one anticipates having an accident or falling ill, which is why MortgageSafe provides a safety net for when you really need it.

It could be that you:



Don't have access to sick pay if you're self-employed, or are limited to statutory sick pay through your employer



Could only cover a couple of months of outgoings if something were to happen



Rely on a single income, and there's no one else to help support your mortgage repayments

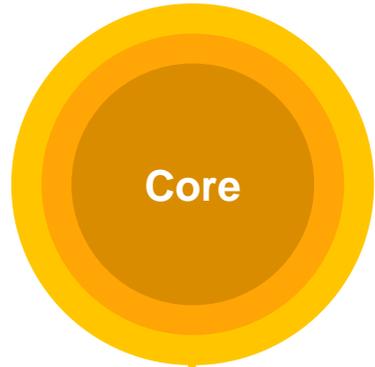
In these scenarios, making sure you have protection in place to help could be really beneficial. Especially, protection that's tailored to your needs. That's why MortgageSafe has flexible options so you can choose the one that suits you best.



MortgageSafe.



More flexible



Core

Accident-only cover

Covers 12 months of mortgage repayments

No underwriting



Essential

Accident and illness cover

Covers 12 or 24 months of mortgage repayments
(Essential12 and Essential24)

Minimal underwriting – just five health questions

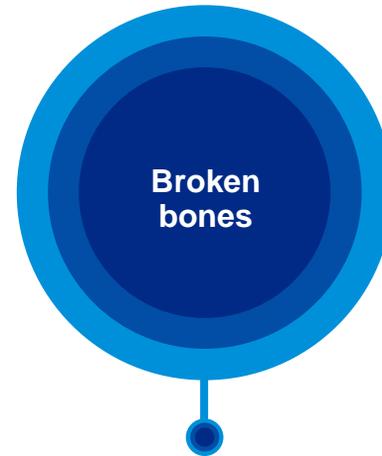
And because we want to make sure we provide cover that'll help you where you need it most, all policies include:

- Unlimited number of claims
- Payments directly to your bank account or mortgage lender
- If you need to claim Universal Credit, MortgageSafe payments won't affect how the Universal Credit benefit is calculated
- If you need to, you can increase the amount of cover by up to 20% without underwriting. For example if the monthly repayment amount changes



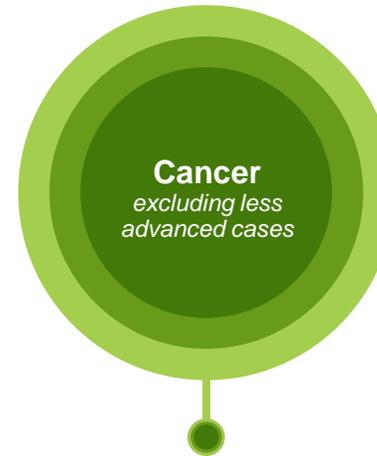
Optional child cover

If there are children in the family, there's also the option to add Child Cover for £3 per month. It's not linked to your mortgage and provides lump-sum payments if a child in the family has an accident or falls ill. **It covers:**



Major: £500 per bone
(arm, ankle, back, cranium, hip, leg, mandible, neck, pelvis, shoulder or wrist)

Minor: £100 per bone
(any other, excluding the nose)



Per child: £10,000
Lump sum per diagnosis



Per 24 hour period: £50
As result of an accident, and once the policy has been held for 12 months, it covers illnesses too



Who is MortgageSafe for?

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Who could benefit most?

Everyone should have a safety net to protect themselves should something happen but there are some who need it more than others.



Those who lack adequate sick pay

Almost 1/4 of workers only receive statutory sick pay if they are off work sick. There are also around 4.5m self-employed workers who don't qualify at all.*



Those with little to no savings

Around a third of people in the UK have less than £600 in savings, and around one in ten have no savings at all.**



Those who rely on one income

85% of people are reliant on a partner or spouse making at least 40-60% of their monthly outgoings. 21% of people are single homeowners.*



Those with pre-existing medical conditions

With no family history, just five health questions for accident and illness cover and no underwriting on accident only cover.



Those who can't afford an expensive policy

This one goes without saying, and we'll take a look at the affordability factor in the next segment.



The peace of mind you deserve...

Thanks to its inclusive features and affordability in a range of circumstances, MortgageSafe can help more people get the peace of mind they deserve. It's flexible too, so those with different needs can find the right protection for their mortgage repayments. Let's take a closer look at what some of those needs might look like.



Client one: Janice, 35

Office administrator 25-year mortgage at £800 per month

First-time buyer, so can't afford an expensive insurance policy.

Single-salary household so doesn't have a lot of savings to fall back on.

Isn't worried about long-term illnesses, just those that mean she wouldn't be able to work for a couple of months.



Best fit for Janice:
Essential12
£8.92 per month



... for a range of circumstances



Considering it costs around **£4.09¹** for a pint of beer, or **£30.30** a month for broadband², you can see just how affordable it can be to protect your mortgage repayments.

¹Average pint price soars by 13p since January. Accessed 8th August 2022

²Average internet bill in the UK. Accessed 8th August 2022



Client one: Mohammad, 25

Junior Accountant 35-year mortgage at £650 per month

His wife is a stay-at-home mum, so the family is reliant on his income.

He's worried about certain illnesses in the family, and two years would protect him for longer if he became ill.

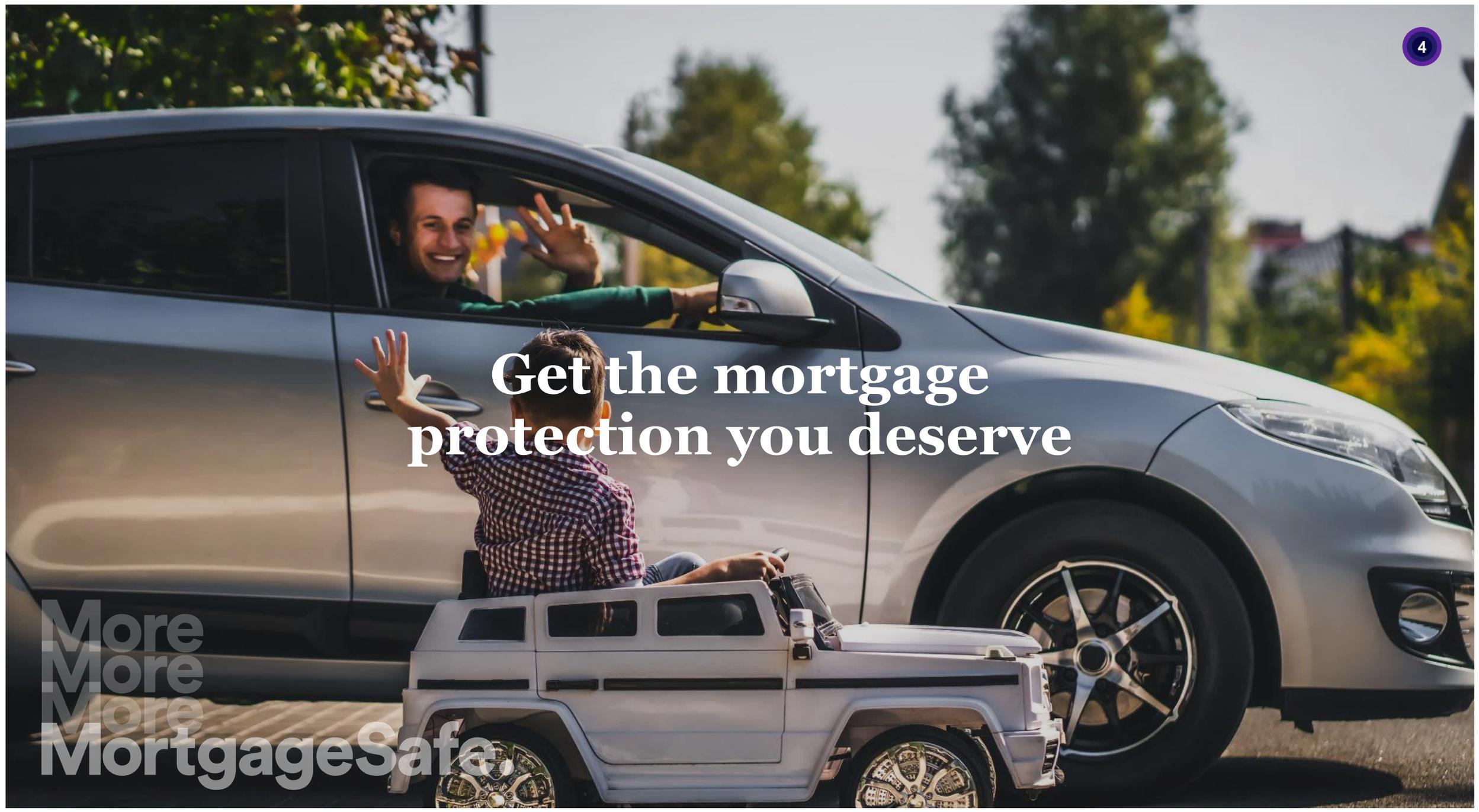
Enjoys mountain biking at the weekend, so wants to ensure he's covered for accidents too.



Best fit for Mohammad:
Essential24
£8.80 per month

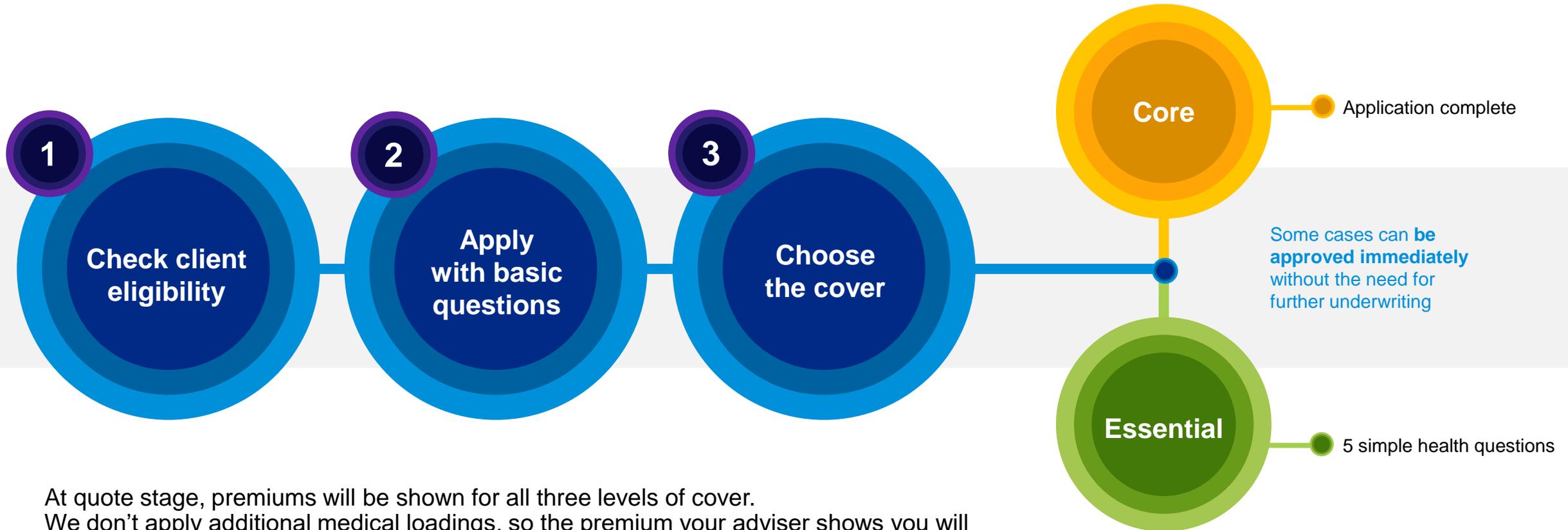
Get the mortgage protection you deserve

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Applying is quick and easy



At quote stage, premiums will be shown for all three levels of cover. We don't apply additional medical loadings, so the premium your adviser shows you will be the amount you pay monthly, if we are happy to offer cover. We might offer you cover with some exclusions.

Who can apply for a policy

Step 1

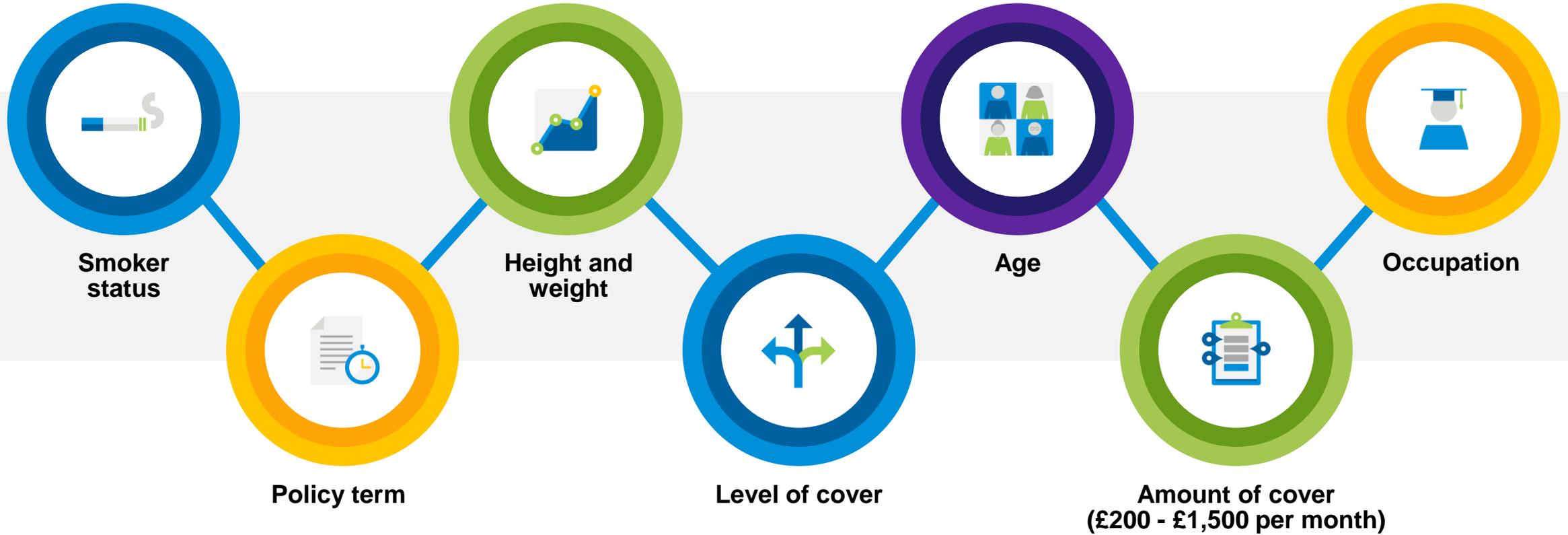
- 1 Aged 18 up to 59 (last birthday)
- 2 UK resident
- 3 Work at least 16 hours per week and are:
 - In continuous **full-time employment** and have been for at least six months; or
 - Continuously **self-employed** and have been for at least six months; or
 - On a **fixed-term contract** for at least 24 continuous and consecutive months with your current employer before the start date of the policy
- 4 Have at least five years outstanding on your mortgage at the start of the policy





What questions will we ask?

Step 2





Simplified underwriting for Essential

Step 3



No compulsory General Practitioner (GP) reports, or medical exams based on benefit amount



No financial underwriting



No family history questions

The questions we'll ask for an Essential policy are:



Critical illnesses (e.g. heart attack, stroke, cancer etc.) (ever)



Medication or treatment for anxiety, depression, mental or behavioral disorder (over the past 12 months)



Pain to areas of the body (e.g. neck, back, etc.) (over the past 12 months)



Absence from work for more than 10 consecutive days (over the past 2 years)



Prescriptions or medications (currently)

Our simple claims process

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Support when you need it most

If you do ever need to make a claim, the process you go through is as simple as the application. Below you'll find exactly what to expect should you need us. We'll pay any benefits due either into your bank account or straight to your mortgage lender – whichever you'd prefer.



Unable to work

You're signed off from work for **four weeks or more**

Call claims team

Call our claims team on **0800 917 0100** to make a claim

Return claim form

Client completes and returns the **claim form**

Claim assessed

Our expert claims team aim to assess the claim within **five working days**

Benefit paid

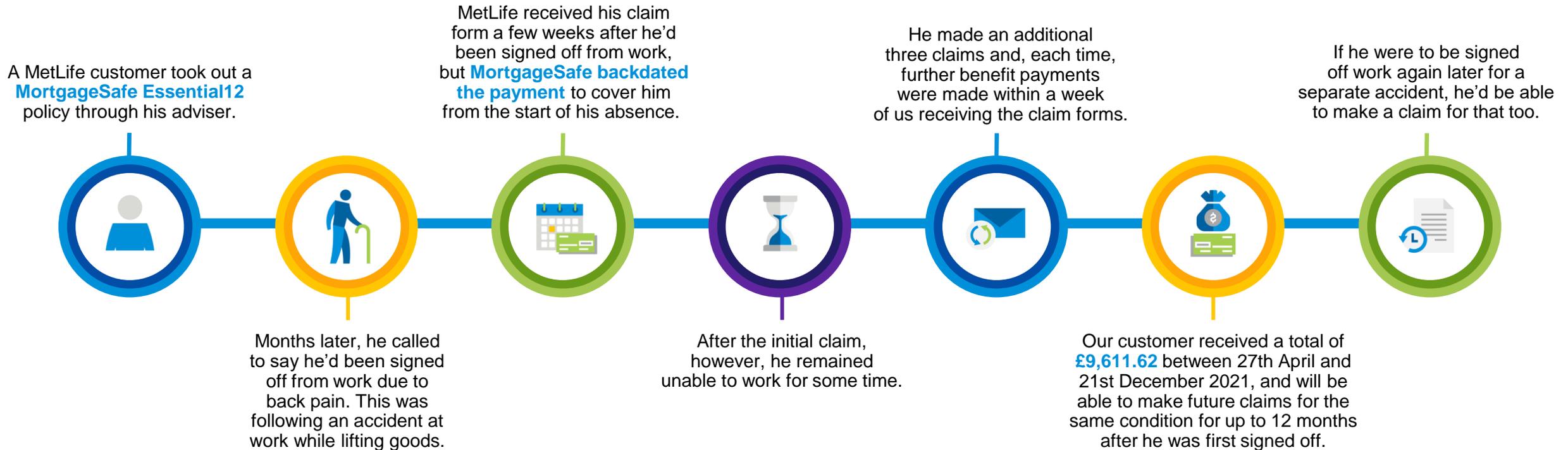
Once accepted, **we'll pay the benefit** while you're signed off work



A real life customer claim

To help you see just what a claim might look like, here's a real-life example from someone who had an accident at work.

Essential12: Monthly premium **£97.77**, covering **£1,490** per month mortgage repayment.



How to take out a policy



MortgageSafe.

is only available through your adviser and they'll be able to answer any questions you may have and get you started with your policy.



If you'd like to read more about MortgageSafe or any other MetLife policy, please visit [metlife.co.uk/customer/protection/](https://www.metlife.co.uk/customer/protection/)





Thank you

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