

The impact of COVID-19 on your protection policy

Your questions answered

Bank of Ireland Life would like to reassure its customers that the COVID-19 pandemic does not adversely impact the rights customers already have under existing policies.

We are receiving lots of enquiries and we thought it would be helpful to set out the position on some of the most common questions arising.

We fully appreciate these are challenging times and you can be assured we will be supporting you through them to the very best of our ability.

1

Does my existing policy cover COVID-19 or does COVID-19 impact my ability to claim under my exiting policy?

The cover you had before COVID-19 won't change as a result of COVID-19. The cover you have depends on the type of policy you have and the benefits you selected when you took the policy out. Here's an overview of types of cover and the impact of COVID-19:

Life Cover

If you have cover for death on your policy and death occurs as a result of COVID-19, the death benefit will still be paid assuming any other conditions for payment of a death benefit are met. There is no exclusion in our policies for death arising from a disease such as COVID-19.

Specified/critical/serious illness cover

While it depends on the terms of the policy you hold (and we will be happy to check in any case), in general COVID-19 is not one of the serious illnesses covered by our policies which would result in a serious illness benefit being paid. What serious illnesses are covered will be clearly set out in your policy conditions and in some cases the severity level required before an amount is paid. While COVID-19 itself may not be covered, COVID-19 does not impact your

ability to claim for serious illness benefit if you meet the definition of one or more of the serious illnesses that are covered by the policy.

Hospital cash benefits

If you have cover under your policy to protect you in the event you are hospitalised, then hospitalisation as a result of COVID-19 won't prevent you from relying on that cover. Please do however refer to your policy conditions to understand what hospitals are covered.

Income Protection

If you have income protection benefit under your policy, COVID-19 won't adversely impact that benefit. If you meet the definition of disability as set out in your policy conditions then your income protection benefit will be paid after any deferred period that applies. No new conditions will be imposed and payment will be made where a valid claim arises under the existing terms.

2

I am currently in the process of taking out a new policy. Do I need to declare if I have tested positive for COVID-19 or if I am awaiting test results for COVID-19?

Yes. You need to answer the questions asked on an application form fully to enable us assess your application. The application form includes questions on medical conditions you have been diagnosed with and asks if you are currently awaiting the result of any tests. If you are tested or diagnosed after you have submitted an application and before the policy has commenced, you also need to contact us to let us know. If your policy is already in place and you received your policy conditions before a COVID-19 test is ordered or before a COVID-19 diagnosis, then you need not tell us about that.

3

If I have tested positive for COVID-19 does this mean I cannot get cover?

If you are applying to take out a policy and have tested positive for COVID-19 or are awaiting test results for COVID-19, a final decision on an application for cover will be postponed until you have either fully recovered or the result of the test is confirmed as negative. When we assess an application for cover we of course take all medical details provided into account and not just any disclosures about COVID-19.

Disclaimer:

The details set out are general in nature and if there is any conflict between the information set out above and policy conditions, the terms of the policy conditions will apply. As policy conditions change over time and vary by product, it's important that clients read the conditions that apply as set out in the policy conditions that were provided at the time the policy was taken out. New Ireland Assurance Company plc trading as Bank of Ireland Life is regulated by the Central Bank of Ireland. Member of Bank of Ireland Group.