

75-77 Cornhill, London EC3V 3QQ

**Call 0870 774 3516**

[www.gisecure.com](http://www.gisecure.com) [info@gisecure.com](mailto:info@gisecure.com)

# Broker Sales Guide

This guide contains useful information in order to help you sell **G/Secure's Insurance Products**.



Don't just take our word for it  
- see some of the quotes below from happy customers:

*'Excellent service in this difficult time,  
very prompt communication'*

Mr L, September 06, Unemployment Claim

*'I wanted to thank you for taking the time to make  
this stressful time a little less stressful for me'*

Mr R V, August 06, Disability Claim

Why should you  
choose G/Secure? .....4

A quick user guide to  
the system .....5

Mortgageprotector .....6-8

Rentprotector .....9

Building and  
Contents Insurance .....10-11

Incomeprotector .....14-15

Loanprotector .....16-17

Sales checklist .....19

How much could you earn? .....20

Our introducer service .....21

The claims process .....22

Useful contact information .....23

## Contents



## Why should you choose G/Secure?

G/Secure was created in 2005 by the strategic alliance of Hitachi Capital (UK) PLC and Advent Solutions Management Ltd to provide a suite of general insurance products for Mortgage Brokers and Intermediaries.

G/Secure currently offer the products listed below. However, we are continuously developing and looking to launch new products that are competitive in the market place and that offer your customers a comprehensive level of cover.

- Mortgageprotector
- Rentprotector
- Buildings and Contents Insurance (B&C)
- Incomeprotector
- Loanprotector

This useful and informative broker guide aims to provide you with the information you require to sell the policies offered by G/Secure.

If you do not wish to enter data immediately, remember you can use the data capture form as an 'aide memoire' for later input.

Go online ([www.gisecure.com](http://www.gisecure.com))

1. Register and login.

If you haven't already obtained a User ID and Password, contact G/Secure by telephone on **0870 774 3516** or email us at [info@gisecure.com](mailto:info@gisecure.com) to obtain your unique login details.

To view the full user guide, simply go to [www.gisecure.com](http://www.gisecure.com), login and download the user guide.

## A quick user guide to the system

# FACT

The number of people with mortgage arrears over 12 months increased by 28% from 2004 to 2005.

Source: The Council of Mortgage Lenders, 01.09.06

# OFFLINE

You can use our paper proposal forms if you prefer a paper based approach.

Just complete the form and post or fax to G/Secure for quick processing.

# Why should your customers take out Mortgageprotector?



**Taking out a mortgage is likely to be the biggest and most important financial commitment most of us will make during our lives. Mortgageprotector is designed specifically to protect your customers from falling into arrears and ultimately losing their homes, should they become unemployed or suffer from an accident or sickness.**

It is certainly true that most borrowers will have some form of mortgage-related insurance, such as life assurance and critical illness, so where does Mortgageprotector fit in?

In today's FSA regulated environment, it is as important now as it ever has been to ensure that you are treating your customers fairly. One element of treating customers fairly is offering your customers a choice of insurance so they can choose the insurance cover that is best for them. Life assurance and critical illness are important products but they will not help your customers with their mortgage repayments should they become unemployed or suffer an accident.

Many customers believe that they will receive state help with their mortgage repayments in the event of unemployment, accident or sickness, and whilst some employers do pay sick pay for up to six months, it's a very different matter with regard to state help.

No state benefit is available for the first 9 months of unemployment (if your mortgage was arranged since October 1995). If the partner of the customer works more than 24 hours a week, or if the customer or their partner has more than £8,000 in savings, then no assistance will be given on the capital element of their repayments or any portion of the mortgage that exceeds £100,000.

As an Advisor, it is therefore your duty of care to ensure that your customers are given the right choice of mortgage-related insurance options.

## Mortgageprotector Options

- Accident, Sickness & Unemployment
- Accident & Sickness only
- Unemployment only

## Underwriter

- Hitachi Capital Insurance Europe Ltd

## Eligibility

- Must have a residential mortgage or rental agreement to protect
- Must be working in the UK and have been so, continuously, for the previous 6 months
- Aged 18 or over and under 65
- Permanently resident in the UK excluding the Channel Islands and the Isle of Man
- Not aware of any impending unemployment

## Monthly Benefit

- 12 or 24 monthly benefit options available
- Maximum Monthly Benefit of £2,000 (not to exceed 75% of gross monthly salary)

## Deferred Period Options

- Back to day one
- 30 days
- 60 days

## Main Exclusions

### Accident & Sickness

- Any condition, injury or sickness present within the 12 months preceding the start date
- Normal pregnancy and childbirth
- Stress, anxiety or any mental disorder
- Back conditions without medical evidence
- Self-inflicted injury

### Unemployment

- Knowledge of impending unemployment or within 60 days of the start date
- Seasonal occupations
- Expiry of a fixed term contract
- Involuntary unemployment

## General Exclusions

- HIV
- Alcohol or drug abuse
- Civil unrest, terrorism, war, nuclear radiation

Claims Contact 0845 241 0943

Please refer to the Policy Wording for full terms and conditions.

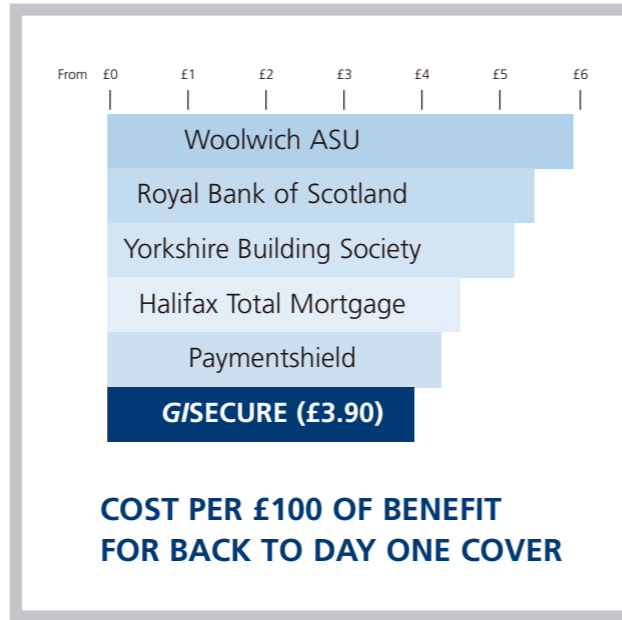
# The G/Secure Mortgageprotector product at a glance

# FACT

The number of people claiming jobseekers allowance increased by nearly 100,000 from July 2005 to July 2006.

Source: Office of National Statistics 2006. [www.statistics.gov.uk](http://www.statistics.gov.uk)  
Crown Copyright Material is reproduced with the permission of the Controller of HMSO March 2006.

# How does our Mortgageprotector compare to other well known providers?



Rentprotector covers a customer's repayments on a rental agreement should they become unemployed due to an accident, sickness or involuntary unemployment.

The cover has the same features and benefits as G/Secure's Mortgageprotector.

## Rentprotector

# A brief overview of G/Secure's Rentprotector

	Medical Helpline	Back to Work Help	24 Month Option	30 Day Cooling Off Period	Up to £2000 or 75% of Income	Cost per £100 (from)
<b>Standard G/Secure Mortgageprotector ASU BTDO</b>	✓	✓	✓	✓	✓	<b>£3.90</b>
Paymentshield Best Quote BTDO ASU 30 days	x	x	x	✓	x	£4.25
Woolwich ASU 30 days	x	x	✓	✓	✓	£5.95
Royal Bank of Scotland Mortgage Loanguard	x	x	x	x	✓	£5.45
Halifax Total Mortgage Protection Plan	x	✓	x	✓	✓	£4.50
Yorkshire Building Society Mortgage Mortgageprotector (ASU)	x	✓	x	x	✓	£5.19

*Source: Defaqto's Aequos Database 3rd November 2006. Defaqto Ltd 1994-2006.*

*'Your professionalism has been a godsend'*

Mr H G, August 06, Disability Claim

*'This is a distressing time for me, so I am grateful for the prompt and courteous way you have handled this matter. You have been very helpful'*

Mr L, July 06, Life Claim

# The Buildings and Contents product at a glance

HouseGuard Extra is the Buildings and Contents policy offered by G/Secure and is underwritten by Fortis. This policy has been awarded 5 stars by Defaqto\* which means that HouseGuard Extra is one of the products that has the highest quality of cover available.

\*Defaqto are an independent financial research company who score providers and products on their standard of cover.

**The HouseGuard Extra policy at a glance**

**B&C Options**

- Buildings and Contents combined
- Buildings only
- Contents only

**Underwriter**

- Fortis

**Excess**

- £50 excess for every incident except for claims under the liabilities extension

**Buildings Cover**

- Replacement locks and keys £750
- £400,000 sum insured
- Property owners liability £2,000,000

**Contents Cover**

- Personal Money £750
- Personal credit cards £1,000
- Shopping in transit £400
- Frozen Food £1,000
- Personal belongings away from home, unspecified limit of £2,000 or £5,000 for items valued at £2,000 or less

**Claims Contact**

08701 222021

Please refer to the full terms and conditions for the full Policy Wording.



How do the features of HouseGuard extra compare in the marketplace?

	Fortis	Paymentshield
<b>Buildings cover</b>		
Sum insured for replacement of locks following theft of keys (£)	Yes	No
Min excess for buildings claims (£)	£50	£100
Standard excess for buildings claims (£)	£50	£100
<b>Contents cover</b>		
Sum insured limit for single items within the contents sum insured	Cover is provided as Standard up to the Contents Sum Insured.	Yes
Sum insured for visitors' personal effects (£)	Yes	no cover
Cover for contents during house removal standard or optional	Yes	no cover
Benefit for fatal accident (£)	Yes	no cover
Sum insured limit for single items away from the home	£2,000	£1,500
Sum insured for credit cards lost or stolen whilst away from the home	£1,000	no cover
Min excess for contents claims (£)	£50	£100
Standard excess for contents claims (£)	£50	£100

Source: Defaqto's Aequos Database: 1st March 2007. Defaqto Ltd 1994 - 2006.

Please refer to the full terms and conditions for the full Policy Wording.

A photograph of a middle-aged man and woman sitting on a white sofa. They are both smiling warmly at the camera. The man is on the left, wearing a light blue and white checkered shirt. The woman is on the right, wearing a white shirt. In the background, there is a white wall with a built-in shelf containing several decorative vases and books. The overall atmosphere is bright and positive.

**G/Secure**

Taking care of your customers

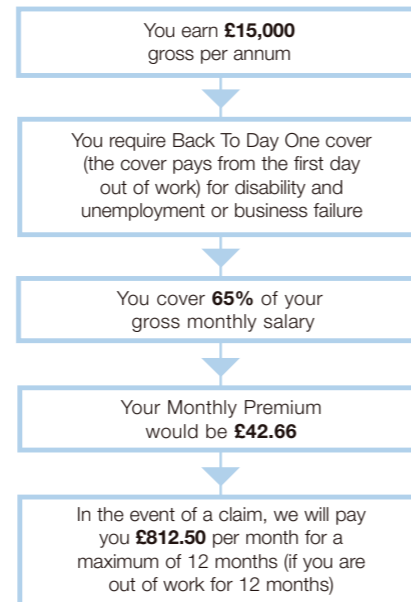
# Why should your customers take out G/Secure's Incomeprotector

## Incomeprotector will cover your customers in the event of an accident, sickness or involuntary unemployment

The table below illustrates how much your customers will pay per month for the policy. It also shows how much we will pay your customers per month in the event of a claim. This is based on Back To Day One cover and taking a maximum of 65% of their gross income.

	£15,000		£20,000		£30,000	
	Monthly Cost	Monthly Benefit	Monthly Cost	Monthly Benefit	Monthly Cost	Monthly Benefit
Disability and Unemployment/Business Failure	£42.66	£812.50	£56.88	£1,083	£85.31	£1,625
Unemployment/Business Failure only	£32.50	£812.50	£43.32	£1,083	£65.00	£1,625
Disability only	£25.19	£812.50	£33.57	£1,083	£50.38	£1,625

The flow chart below shows an example of a customer's monthly premium based on Back To Day One cover.



# FACT

Did you know that the state currently pays £57.45 per week for single people over the age of 25 who are out of work? Would your customers be able to afford to pay their bills if they were only receiving £229.80 per month? If they have savings of over £6,000 they would be given less and if they have savings of over £16,000 they wouldn't qualify.

Source: Direct Gov.uk – March 2007

## The Incomeprotector product at a glance

### Incomeprotector options

- Maximum benefit per month of £2,000 or 65% of gross monthly income

### Underwriter

- Hitachi Capital Insurance Europe Ltd

### Eligibility

- Must be working in the UK and have been so, continuously, for the previous 6 months
- Aged 18 or over and under 65
- Permanently resident in the UK excluding the Channel Islands and Isle of Man
- Not aware of any impending unemployment

### Benefit period

- Maximum of 12 months benefit

### Deferred period options

- Back to day one
- 30 and 60 day excesses available

### Main exclusions

- Normal pregnancy and childbirth related conditions
- If you are not actively seeking and applying for new employment
- If you have reached your normal retirement age
- If your loss of employment is as a result of the expiry of a fixed term contract
- Voluntary redundancy

### General exclusions

- HIV
- Alcohol or drug abuse
- Civil unrest, terrorism, nuclear radiation or contamination from nuclear waste
- The customer has not paid the premium

### Claims Contact

0845 2410943

Please refer to the full terms and conditions for the full Policy Wording.

# FACT

G/Secure pays trail commission on the lifetime of the policy, for every policy sold.

Source: G/Secure.



# Why should your customers take out G/Secure's Loanprotector?

## Would your customers be able to afford their monthly loan repayments if they were unable to work?

If your customer has taken out a secured or unsecured loan with monthly repayments up to a maximum value of £2,000 per month and become unemployed due to an accident, sickness or involuntary unemployment, their monthly loan repayments will be paid for up to a maximum of 12 months until they are back on their feet and back in work.

## How does G/Secure's Loanprotector compare in the market?

The table below is based on taking a loan of £3,000 over a period of three years.

	GE Money	Northern Rock	Tesco	Liverpool Victoria	Virgin Money
With Loanprotector	£185.30	£169.46	£175.40	£185.80	£180.70
Without Loanprotector	£152.40	£152.61	£155.80	£160.10	£154.50
Monthly Cost of Loanprotector	£32.90	£16.85	£19.60	£25.70	£26.10
APR (%)	6.30%	6.40%	7.90%	9.90%	7.30%
G/Secure Loanprotector Monthly Cost	£7.25	£7.26	£7.42	£7.62	£7.36
Monthly Saving by using G/Secure	£25.61	£9.59	£12.19	£18.03	£18.77
Total Saving over 36 mths	£921.82	£345.09	£438.95	£649.04	£675.86

Source: uSwitch.com, April 13 2007.

## Your customer has different options available at different premiums.

The table below illustrates examples of premiums for different loan amounts and various options. The premiums are based on a 30 day deferred period.

	Life Only	Accident, Sickness and Unemployment	Life, Accident and Sickness	Life and Unemployment	Life, Accident, Sickness and Unemployment
<b>£100 monthly loan repayment</b>					
Monthly Premium Cost	£2.19	£4.76	£5.04	£5.04	£6.95
<b>£200 monthly loan repayment</b>					
Monthly Premium Cost	£4.38	£9.52	£10.08	£10.08	£13.90
<b>£500 monthly loan repayment</b>					
Monthly Premium Cost	£10.95	£23.80	£25.20	£25.20	£34.75

# FACT

Between 1998 and the second half of 2006, Personal Disposable Income increased by some 44%, while total household debt more than doubled.

Source: Mintel, Creditor research report, Jan 07

## Loanprotector options

- Life, Accident, Sickness and Unemployment
- Life and Unemployment
- Life, Accident and Sickness
- Accident, Sickness and Unemployment
- Life Only

## Underwriter

- Hitachi Capital Insurance Europe Ltd

## Monthly benefit

- Maximum 12 months

## Deferred period options

- Back to day one
- 30 days
- 60 days

## Eligibility

- Aged 18 or over and under 65 years
- Permanently resident in the UK excluding The Channel Islands and the Isle of Man
- Must be working in the UK and have been so continuously for the previous 6 months

## Main exclusions

- Backache and stress (unless medical evidence is provided)
- Normal pregnancy
- Any unemployment occurring within 60 days of the start date
- When not been working continuously for a period of 6 months and for at least 16 hours per week

## General exclusions

- Pre-existing medical conditions
- AIDS or infection by HIV
- Suicide or intentionally self inflicted injury or condition
- Alcohol or drug abuse

## Employment type

- Employed or self employed

## Loan type

- Secured or unsecured loans

## Claims Contact

0845 2410943

Please refer to the full terms and conditions for the full Policy Wording.

# The Loanprotector product at a glance

# FACT

Our Loan Protector covers:

Individuals who are employed or self employed  
Secured and Unsecured loans

Source: G/Secure, Apr 07

*'You have been excellent and have helped me so very much – many many thanks'*

Mr H, July 06, Unemployment Claim

*'I must make a point of thanking everyone at GISecure for their prompt action and all their help with this claim. It's really nice to find a company so good these days'*

Mr F, August 06, Disability Claim

It is critical for all IFAs and Networks to ensure that the following issues are covered **and understood** when dealing with **every** customer:

1. **Eligibility** is checked before any application is made.
2. **Benefits and limitations**, e.g. time periods, are explained and understood.
3. Ask if the customer already has **appropriate cover**.
4. Explain 'Back To Day One' and other **deferred periods**.
5. Ensure the person taking out the policy is the one who pays from their **bank account**.
6. Highlight the **premium cost** to the customer.
7. Explain the importance of any **'pre-existing medical condition'** disclosure.

**Remember**

These are areas highlighted by the Office of Fair Trading and the FSA who require that we provide greater clarity to our customers. Failure to include them in your sales activity leaves you open to censure.

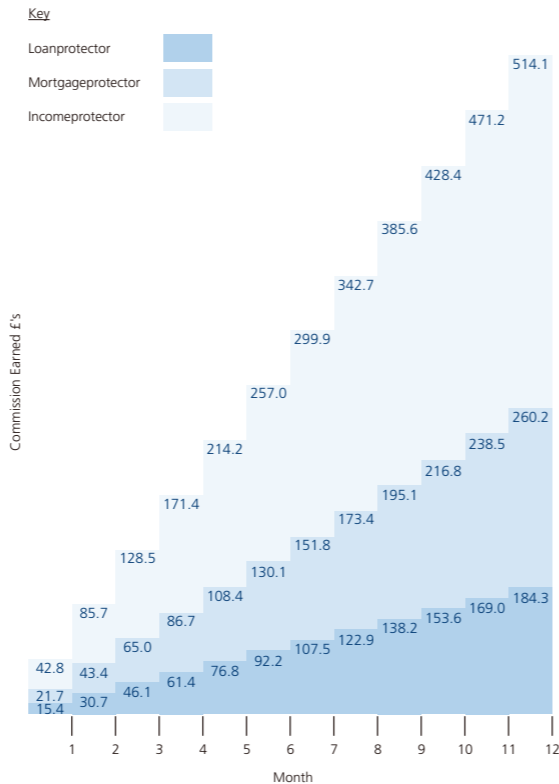
## Sales checklist



# How much could you earn?

The bar chart below illustrates the amount of commission you can earn based on selling one policy of each; Mortgageprotector, Loanprotector & Incomeprotector per week.

This is based on the average monthly benefit of:  
Mortgageprotector £500  
Loanprotector £200  
Income protector £750



## What does this service mean for you?

G/Secure's introducer service saves you time and allows you to allocate your resources to other areas of your business. Simply introduce your clients to G/Secure and we will increase your general insurance sales and generate commission for you.

You can introduce your clients for all of the products listed in this guide.

## What are the benefits for you?

- We will take responsibility of your compliance requirements.
- We will look after the entire sales process.
- We will pay you significant commission: 15% of the monthly premium (less IPT) paid by the customer - for the life of the policy!
- The long-term renewal commission generated from each and every general insurance sale.

## What do you need to do next?

Simply complete our introducer form, which can be downloaded from [www.gisecure.com](http://www.gisecure.com) and either email, fax or post the details to us.

We will then contact you to discuss the best approach for you and your clients.

# Our introducer service



# FACT

In 2005, 89% of MPPI claims were accepted

Source: The Council of Mortgage Lenders.

Claim forms can be requested by telephoning **0870 774 3516** and are dispatched to the customer on the same day of request.

Following the return of the completed form to the claims department, the initial claim assessment will assess if the claim can be accepted immediately or if further enquiries are necessary.



If further enquiries are required, third party information requests are made at regular intervals to ensure claim resolution times remain within a **28 day timeframe** wherever possible.



Following acceptance of a claim, payments are made at 30 day intervals following submission of a continuation form confirming either the customer's ongoing sickness or unemployment.



The company is committed to a **"Treating Customers Fairly"** claims management ethos and will endeavour to provide a supportive outlet to customers in their time of need. The customer will be kept informed of their claim progress, in writing, every step of the way.

For all queries or for further information, please contact **G/Secure** on:

**General Enquiries** 0870 7743516

**Claims Number** 0845 2410943

**For B&C claims contact Fortis on** 0870 1222021

**Technical Support** 0870 7743516

Or write to:

G/Secure, 75-77 Cornhill, London EC3V 3QQ

Email: [info@gisecure.com](mailto:info@gisecure.com)

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

## The claims process

## Useful contact information

