Member Level Explainer

From 1 April 2026, Aviva Life and Pensions UK will become the new insurer of Capital Credit Union's Member Protection Program.

This change will not affect the cost of your cover.

There are a small number of differences between the current policy and the new Aviva policy, which will take effect from 1 April 2026. These are outlined below:

- The current 3 month waiting period after enrolment, during which only accidental death claims are considered, will be replaced with:
    - A 6-month period following enrolment during which deaths resulting from pre-existing conditions are not covered, and
    - A 12-month period following enrolment during which deaths resulting from suicide are not covered.

(these changes will not apply to your cover, as you participated in MPP prior to 1st April)

- A new exclusion has been added for death occurring while serving in the Armed Forces of the United Kingdom.
- The insurer will no longer be able to terminate the Member Protection Policy following its annual review.

You can view the full Terms of Cover for the Program using the link provided. We would also like to take this opportunity to remind you of several important aspects of the Member Protection Program:

- Certain exclusions apply and these may result in a claim being declined.
- You must ensure there are sufficient funds in your share account to cover the cost of participation as payments fall due. Your participation will automatically end if there are not enough funds in your account or if you cease to be a member of Capital Credit Union.
- The insurer may change the cost of cover, but not more than once in any 12-month period. If this happens, we will notify you via email and on our website at www.capitalcreditunion.com.
- If you wish to cancel your participation in the Member Protection Program, you must contact us.
- The Member Protection Program is not a Whole of Life assurance policy and does not have a surrender value if the Program comes to an end

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 213575. We are covered by the Financial Services Compensation scheme. Most depositors and small businesses are covered by this scheme up to the value of £120,000. For further information about the scheme, visit the FSCS website www.fscs.org.uk or call 0800 678 1100.