

PUPILS ABSENCE INSURANCE SCHEME QUESTIONS AND ANSWERS

EFFECTIVE FROM WINTER TERM 2020

Through our long-standing experience in the schools insurance sector, we have developed a tailor made scheme that is simple and effective to both the school and fee payers should a pupil's education be interrupted due to an accident or sickness.

Full terms and conditions of the scheme are contained in the schedule and policy wording - held by the insured school and available to you for inspection - which together form the policy of insurance. The full terms and conditions of this insurance can be viewed at: uk.marsh.com/PAIS4Day. You have a choice of how to receive policy information: on paper or by web/electronic means. Paper copies are available from the school on request.

How the Scheme is Operated?

Your participation in this Scheme is optional. If you are included in the Scheme, the insurance premium is charged to your child's fee account each term.

You may cancel the insurance at any time by writing to the school prior to the start of any term. If you cancel after the start of any term for which you have paid the premium, cover will continue until the end of the period for which you have paid the premium.

The termly premium payable to the school is 0.73% of the termly fee, excluding extras. This includes Insurance Premium Tax at the current rate of 12%.

How are claims calculated?

Claims are based on the length of absence during term time only. The amount payable for each full day of absence, or absence from classes if a boarder, is calculated by dividing the actual number of days in the term (including weekends and half term breaks) into the pupil's fee for that term. In the event of a claim for school closure due to an outbreak of an infectious disease a seven day excess applies. This means that there is no cover for the first seven days of any such closure.

How do I make a claim?

Claim forms can be obtained from your school. You should complete and return the claim form to the school no later than 30 days after the close of the term to which the absence relates. If the absence being claimed for exceeds 14 consecutive full days, the appropriate section of the claim form must also be completed by the pupil's Doctor.

On receipt of the completed claim form, a school official will validate the absence and forward it to Marsh who will assess and manage the claim. All claims are handled by Marsh on behalf of the insurers under a delegated authority agreement. The insurer is entitled to appoint a medical practitioner, consultant specialist or educational psychologist to examine and report on the pupil where a claim is made or may be made. This will be at the Insurers expense.

Claims: Telephone: +44 (0)1444 335173 Email: epg.claims@marsh.com

How do I make a complaint?

Marsh manages the pupils absence scheme insurance under a delegated authority agreement on behalf of the insurers. Complaints regarding the scheme should be made to Marsh using the details provided below:

Marsh Ltd

Education Practice, 4 Milton Road, Haywards Heath, West Sussex RH16 1AH
Telephone: 01444 335174 Email: termly.schemes@marsh.com

Your complaint will be dealt with fairly, speedily, and in accordance with the Financial Conduct Authority rules on complaints handling. However, if following receipt of a final response you are still dissatisfied, you may have the right to refer your complaint to the Financial Ombudsman Service. They can be contacted at:

The Financial Ombudsman Service

Exchange Tower, London E14 9SR
Telephone: 0800 023 4567 www.financial-ombudsman.org.uk

Does the Financial Services Compensation Scheme apply?

The insurers and Marsh are covered by the Financial Services Compensation Scheme (FSCS). If they are unable to meet their obligations, you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. Further information is available from the FSCS at www.fscs.org.uk or by contacting them at PO Box 300, Mitcheldean, GL17 1DY or by telephone on 0800 678 1100.

What is the Governing Law?

The policy will be governed by the law of England and Wales unless the school is situated in Scotland in which case the law of Scotland will apply.

How is personal information collected and used?

In order to provide this Pupils Absence Insurance scheme, we will collect and process information about individuals such as the pupil to be covered, his or her parent and/or any appointed guardian. We will collect and process this information as a data controller and in accordance with this notice. Prior to providing us with personal information of a third party, please provide that third party with a copy of this notice. If you intend to provide us with personal information which relates to a pupil, please provide that pupil with our "Pupils' Privacy Notice", which has been specifically designed for children. You can find more information about how we handle personal information in the Marsh Privacy Policy at <https://www.marsh.com/uk/privacy-notice.html>.

How we use personal information: We use personal information (such as name and contact details) and, where relevant, special categories of personal information (such as health information). We use this information to provide our Pupils Absence Insurance scheme services, which will include liaising with the insurer(s) and administering your policy, handling claims, complaints and renewals.

Sharing Information: We collect information from the pupil's parents and/or guardians and from third parties such as the pupil's school, medical professionals and / or insurer(s). We share personal information with insurer(s) of the pupils' absence insurance scheme and our service providers, including other group companies, sub-contractors and our professional advisors and auditors. If required or permitted by law, we share information with our regulators, the courts and other authorities

Legal grounds: We rely upon one or more of the following legal bases for processing personal information:

- to comply with our legal obligations; and/or
- where necessary for our legitimate interest of providing insurance broking services, while ensuring our reliance on this ground does not unduly harm your rights.

Where we use special categories of personal information (such as health information), we will also rely on one or more of the following legal bases:

- such use is necessary for the insurance activities we undertake which are in the substantial public interest;
- in order to establish, exercise or defend a legal claim; and/or
- consent. Where we need to rely on consent of a child, consent can be given by the child if he/she is over 13 years old. Otherwise, we will ask a parent or an appointed guardian to provide consent on the child's behalf. Any consent provided can be withdrawn at any time by emailing us at: dataprotection@marsh.com. However, please note that withdrawal of consent may affect our ability to provide our services and may end the insurance cover under the scheme. We will advise of any such consequences at the time.

Security and transfers: We take reasonable steps to keep personal information secure and we maintain data security procedures designed to protect against loss or compromise of personal data. We may need to send personal information outside the United Kingdom where data protection laws are different, but this will be done with appropriate protection in place. We will retain personal information for as long as needed in order to comply with our legal and regulatory obligations.

Updating your information: It is important that personal information is kept complete and up-to-date. If any of the details you provide us with change, you can update us by emailing dataprotection@marsh.com.

Your rights: Under data protection law individuals have certain rights in relation to their personal information, including to access their information and to rectify inaccuracies. More details about these rights can be found in the Marsh Privacy Policy available at <https://www.marsh.com/uk/privacy-notice.html>.

Questions, requests or complaints: If you have any questions or complaints about how we use personal information, or you would like to access or rectify personal information, you can do so by writing to our Data Protection Officer at the following address: The Data Protection Officer, Marsh Ltd, Tower Place, London EC3R 5BU Telephone: 020 7357 1000 Email: dataprotection@marsh.com

For Further Information please contact us at:

Marsh Ltd
Education Practice,
4 Milton Road,
Haywards Heath,
West Sussex
RH16 1AH

Telephone: +44 (0)1444 335174
Email: termly.schemes@marsh.com
Web: uk.marsh.com/PAIS4Day

Please retain this document as it provides details of your policy and important contact details.

This is a marketing communication.

PAIS 4 Day 2020/21



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Pupils' Absence Insurance

Insurance Product Information Document

Ecclesiastical Insurance Company



Ecclesiastical Insurance Office plc (EIO) Reg. No.24869 is registered in England at Beaufort House, Brunswick Road, Gloucester, GL1 1JZ, UK and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 113848.

This document provides a summary of the key information relating to this Pupils Absence insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation which can be found by visiting uk.marsh.com/PAIS4Day

What is this type of insurance?

This insurance allows you to make a claim for school fees in the event the pupil is absent from the insured school due to the pupil's illness or accident or contact with an infectious disease. Claims can also be made following the closure of the house of the school due to an outbreak of an infectious disease among the pupils and/or staff.



What is insured?

- ✓ Absence from school (for day pupils) or classes (for boarding pupils) for a period of at least four consecutive full days (including weekends and half term breaks) due to the pupil's illness or accident or the pupil having been in contact with an infectious disease.
- ✓ Absences of less than 4 consecutive days if these are a continuation of a previous absence over 30 days that Insurers have accepted.
- ✓ Absence from school due to the closure of the school through an outbreak of an infectious disease amongst the pupils and/or staff.
- ✓ The payment of school fees to the school for up to five terms following the accidental death of a fee payer aged under 70 at the time of death.
- ✓ The difference between the boarding fee paid and the day fee, calculated from the first day a boarding pupil returns to the school as a day pupil until a return to boarding or the end of that term, whichever is the sooner.
- ✓ The Doctor's fee for providing a signed certificate confirming a pupil's absence from the school for a period exceeding 14 consecutive days, up to a maximum payment of £25 per pupil in any one period of insurance.



What is not insured?

- ✗ Periods of absence less than four consecutive full days.
- ✗ The first seven days of absence in the event of closure of the premises due to an outbreak of an infectious disease amongst the pupils and/or staff.
- ✗ Absence due to a sickness, condition or injury that the fee payer, parent, legal guardian or pupil were aware of and received treatment or advice for in the 12 months prior to their inclusion in the scheme, except when the pupil has been free of all related symptoms for a continuous period of 24 months after first joining the scheme.
- ✗ Absence or illness caused directly or indirectly by any congenital abnormality that the fee payer, parent, legal guardian or pupil were aware of prior to their first inclusion in the scheme.
- ✗ Absence due to fear of infection at the school.
- ✗ Absence as a result of inoculations or similar preventative treatments.
- ✗ Absence after a pupil has been certified fit to resume attendance at the insured school.
- ✗ Any closure of the insured school or house unless closure of the premises is due to an outbreak of an infectious disease amongst pupils and/or staff which renders the continuance of school work impossible.
- ✗ War, terrorism, pandemic or epidemic of disease.
- ✗ Suicide of the fee payer.



Are there any restrictions in cover?

- ! A maximum of 280 days will be paid in relation to any illness or series of related illnesses.
- ! There is no benefit payable for the first seven days of absence for school closure.
- ! We will only reimburse you for the school fees, not for extras such as music lessons, school trips and the like.



Where am I covered?

- ✓ Illnesses or accidents contracted or happening worldwide, which lead to absence from the insured school.



What are my obligations?

- You must tell us as soon as reasonably possible of any event which may result in a claim.
- You must provide a doctor's certificate for absences of 14 days or more.



When and how do I pay?

Premiums are payable in termly instalments.



When does the cover start and end?

Cover starts from the first day of the first term the pupil joins the scheme, unless premium has not been paid, otherwise cover will commence from the time the first premium is received by the school. Cover will end when the pupil leaves the school, the fee payer ceases participation in the Scheme, the fee payer ceases to pay the premium, the school discontinue the scheme or the school do not renew the scheme.



How do I cancel the contract?

You may cancel the cover within **14 days** of receiving the insurance documents by contacting the school. A full refund of any premium already paid will be made provided that no claim has been made.

After this period you may cancel the cover at any time by contacting the school. The cover will continue until the end of the period for which the premium has already been paid.

Pupils Absence Insurance

Claim Your School Fees Back
if Your Child is off Sick



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Effective from September 2020

4 Day Vol

FAQ: The Bursar

I'd like to Protect my Child by Joining Pupil Absence Insurance Scheme



PUPILS' ABSENCE INSURANCE

Protect Your Child's School Fees Today

When you've worked hard to pay for your child's education, you don't want them to miss a single minute of school. However, what if your child is sick, or has an accident, and they cannot make it to class?

For example, if your child misses four consecutive days or more at school – including weekends – because they fall ill or are injured, the pupils' absence insurance scheme will refund the fees to you for the days they are absent.

The cost of this protection is only 0.73% of your termly fee, excluding extras*.

WHAT THE POLICY COVERS

- Claim back school fees for each day your child misses because of illness or accident, if your child is absent for four or more consecutive days.
- If your boarding child initially comes back as a day pupil, the difference between the boarding fees you've already paid and the day fee will be refunded.
- If the fee payer is under 70 and is involved in a fatal accident while the child is a pupil at the school, fees for a maximum of five terms are covered.

For full insurance policy details, please visit uk.marsh.com/PAIS4Day.

“Would the accidental death of the person paying the school fees mean you could no longer afford to send your child to school? Our policy offers extra peace of mind by covering the school fees for the next five terms.”

ABOUT MARSH

Marsh is one of the world's leading risk and insurance advisory specialists and a specialist insurance broker in the UK education market. Our pupil insurance products currently protect nearly 800 independent schools and 300,000 independent school pupils.

FOR FURTHER INFORMATION

- ☎ +44(0)1444 335174
- ✉ termly.schemes@marsh.com
- 🌐 uk.marsh.com/PAIS4Day

Claims:

- ☎ +44(0) 1444 335173
- ✉ epg.claims@marsh.com

Marsh Ltd, Education Practice,
4 Milton Road, Haywards Heath,
West Sussex RH16 1AH

DATA PROTECTION

If you apply for a pupils absence insurance scheme, we will collect information about you, your children, and any appointed guardian. As well as collecting information from you, or your child, we may also collect information from your child's school, a medical professional or insurer(s).

The enclosed Q&A document provides details on how we use personal data provided under this scheme, including who it is shared with and how we protect it as well as details on the rights you, and anyone whose personal data you provide, have in relation to our use of personal data.

More information about how we use personal data can be found in the Marsh Privacy Policy at www.marsh.com/uk/privacy-notice.html.

If you intend to provide us with personal information which relates to a pupil, please provide that pupil with the enclosed “Pupils' Privacy Notice”, which has been specifically designed for children.

Please retain this document and the enclosed *Insurance Product Information Document (IPID)*, *Q&A*, and *Pupils' Notice* as it provides important policy and contact details. Please note, paper copies are available from the school on request.

PROTECT YOUR CHILD TODAY

To join the pupils' absence insurance scheme, simply complete the details below and return this page to the school as soon as possible. If you are filling in the digital form, you can type directly into the form, save as a PDF, and email it back to the school. The premium will be included in your termly account.

Please complete in BLOCK capitals

Name of fee payer:

Name of school:

Name of pupil 1:

Name of pupil 2:

Date:

Signed:

I wish to be included in the school's Pupils Absence insurance scheme. I declare that I have read and accept the terms and conditions of the scheme as outlined in this document and the enclosed Q&A document.

*Premium quoted includes Insurance Premium Tax

Pupils' Notice

Who are we and why we need your information

We are a company called Marsh Ltd. We work with your parents/guardians and your school to put insurance in place for your benefit. This insurance is designed to provide assistance if you are off school due to an accident or illness. In order to do this, we will use information about you such as your name and age. Sometimes we will use information which is "sensitive". For example, if you have an accident at school, we will need information absence. We will use your information to put in place this insurance, deal with claims and complaints and to help us check that a claim is valid.

We will only use your information when we are allowed to. This might be because we have a legal obligation, we have a business need, we need to provide our insurance services or because of a legal claim.

Sometimes we may need to rely on "consent" (your or your parents'/guardians' agreement) to use your information. Where we need this agreement to use your information, we will make it clear and the consent can be given by your parents/guardians or you, if you are over 13. If you provide consent and later change your mind, you can tell us at any time by emailing us at: dataprotection@marsh.com. If you do change your mind it may mean that we (and insurers) are unable to help you with any questions you have about the insurance and any claim or it may end the insurance. If you do change your mind, we will explain what this means to you at the time.

Sharing your information

We obtain your information from different sources including from your parents or guardians and your school. We will share your information with third parties when we need to. For example, we might share your information with the insurance company, a doctor and our service providers.

How we keep your information safe

We keep your information safe by using different security measures including special IT protection. If we need to send your information outside of the UK we will make sure it is sent safely. We will only keep your information for as long as we need it or for as long as we are legally required to.

How you can find out more

Your parent or guardian has been provided with more detailed information about how we use your personal information. You can also view this information here <https://www.marsh.com/uk/privacynotice.html>

You can ask us questions and exercise your rights (such as asking us for a copy of your information) at any time by contacting us by writing to our Data Protection Officer at the following address: The Data Protection Officer, Marsh Ltd, Tower Place, London EC3R 5BU, by calling us on: 020 7357 1000; or by emailing us at: dataprotection@marsh.com

