

Critical Illness Cover

Frequently Asked Questions

1. What is the Critical Illness Cover?

Critical Illness Cover will provide you with the financial support of a lump sum payment in the event of you being diagnosed with a specified illness

2. Who pays for the benefit?

This is a flexible benefit which is 100% paid for by the employee by monthly net deductions.

3. Who is the provider?

The scheme is insured with UNUM.

4. What are the different levels of cover?

You have the option to pay for coverage by selecting up to £500,000 of cover in units of £25,000, subject to a maximum of 5x salary.

5. Are there any exclusions?

You can select any level of cover when you first join this benefit. Any medical conditions that already exist at the point of joining the scheme, or when increasing cover, which may lead to a claim, will be excluded. For full terms and conditions please refer to the Guide to Critical Illness

6. Can I change the level of benefit when I want to?

At subsequent annual flex windows, you can choose to increase or decrease your level of cover by any amount but you will only be able to flex up again by one level each year.

However, as mentioned above, any medical conditions that already exist at the point of selecting an increased benefit which may lead to a claim will be excluded.

For full terms and conditions please refer to the Guide to Critical Illness

7. Who can be covered?

You can choose to cover either just yourself or you and your spouse/partner. This policy only covers you (and your spouse/partner if applicable) whilst you are an employee and cover will cease on your 70th birthday or if you de-select this benefit or if you leave the company, whichever is sooner.

Dependent children are automatically covered for the same conditions as you, as standard under the policy (from birth up until the renewal following their 18th birthday, (or 21st birthday if in full time education) for 25% of the cover amount selected, at no extra cost. The level of cover for your children will therefore depend upon the level you choose for yourself.

8. I don't need Critical Illness cover for myself so can I cover just my spouse/partner alone?

No. In order for a Spouse or Partner to be added to the Critical Illness cover, you need to also be covered.

9. How much does the benefit cost?

The cost of the benefit will be based on your age (and your partner's age if partner is on cover) at the scheme renewal date each year and will be taken from you monthly net salary once Tax and National Insurance has been deducted. The cost will be calculated and displayed on your MyLife benefits selection page.

10. How do I enrol in the benefit?

In order to enrol in the benefit, you must select the benefit and the level of cover you require via the MyLife benefits portal.

11. How do I make a claim?

VMware will make the claim on your behalf. If you need to make a claim, please contact HR Source EMEA.

There is no automatic right to receive a benefit from this policy. All claims are at the discretion of the insurer, who reserves the right to decline any claim it feels does not satisfy the conditions of the policy.

It is recommended that you seek independent financial advice before cancelling any existing policies you may have. This cover will cease when you leave the company.