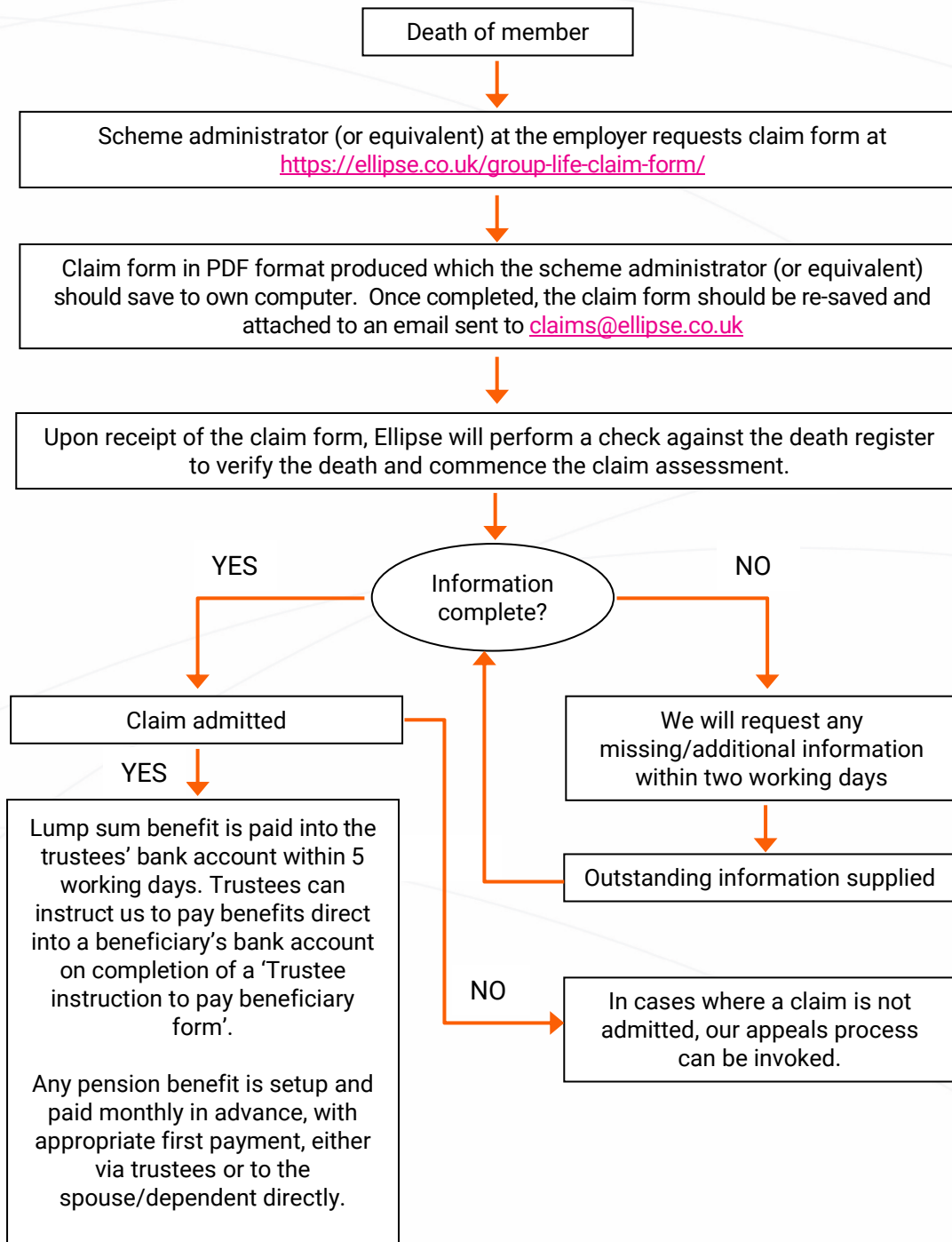


Our claims process is designed to handle claims quickly and with sensitivity.

As soon as you know of the death of a member, please request a claim form by visiting our dedicated [website](https://ellipse.co.uk/group-life-claim-form/). The process then followed is shown below.

Overview of the claim process



Submitting a claim

As soon as the death of a member is known, a claim form can be obtained by visiting our dedicated webpage: <https://ellipse.co.uk/group-life-claim-form/>

Enter the brief details requested and a claim form holding those same details will be produced as a PDF form. The form should be saved and completed by an authorised representative of the employer (for example the scheme administrator or a director). Once completed, the form should be re-saved and attached as an email sent to claims@ellipse.co.uk.

If you have any queries about requesting or completing the form, please contact our Claims Team on **020 3003 6161***. (*Calls may be recorded for training and monitoring purposes.)

On receipt of the claim form (and any supporting documentation), we will check the online register to verify that the death has been legally recorded. If there is any further information we require before the claim can be paid, we will advise what we need, and why.

Supporting documents

Usually, we will not need to see the death certificate. Exceptions include if the death occurs overseas, in which case we will need to see the death certificate produced by the country in which the death occurred, and where there is an inquest still open, in which case we can usually accept a coroner's interim certificate if one is issued.

Where death in service pensions are payable, we will need to see the intended recipient's marriage or civil partnership certificate or, where the benefit is for another sort of adult dependant or for a child, the original birth or adoption certificate and evidence of financial dependency

We will always return documents using Recorded Delivery and we recommend that they are also sent to us using this service. The address is:

Claims Team,
Ellipse
5th Floor
15 Bermondsey Square
London
SE1 3UN

Payment of claims

Once we have accepted the claim, payment will be made within a maximum of five working days.

Lump sum benefits will be normally be paid to the trustees, who will be responsible for distributing them in accordance with the scheme rules. If the trustees in exercising their discretionary powers under their trust decide payment should be made direct to a beneficiary's bank account, we can arrange this if the trustees complete a 'Trustee instruction to pay beneficiary form'.

Death in service pensions will be paid in accordance with the trustees' instructions either direct to the deceased members' dependants or to the trustees for onward payment. All payments will normally be made by direct bank transfer.

Complaints

If at any stage any party to the claim is dissatisfied with our service, we have a complaints process, documented [here](#), that they can invoke.

Appeals process

Following our usual process, death claims can usually be settled very quickly. In some instances, we may decline a claim, or restrict the benefits payable. In such circumstances, the trustees or beneficiaries can appeal our decision. An email should be sent to claims@ellipse.co.uk outlining the reason for the appeal and attaching any additional information. The claim will be reviewed by an appropriately qualified and experienced assessor who was not involved in the original claim decision. If the appeal process upholds the original decision contact details of the Financial Ombudsman Service will be provided.

Ellipse is the trading style of the UK Branch of ERGO Lebensversicherung Aktiengesellschaft, which is registered in England. Registration Number: BR010594. Registered office: 15 Bermondsey Square, London, SE1 3UN. ERGO Lebensversicherung Aktiengesellschaft is authorised by BaFin (the German regulator), registration number 1184 and is subject to limited regulation by the Financial Conduct Authority. Details of the extent of our regulation by the Financial Conduct Authority are available upon request. GL-Deathclaimshandling-Jun14-1