

Giving your clients more time to pay their premiums



The benefits of Gap in Cover for financial advisers



Reduces admin for you as you won't need to reissue plans after 15 days



More opportunity for clients to pay their premiums



Allows you to service the plan in the Gap in Cover period

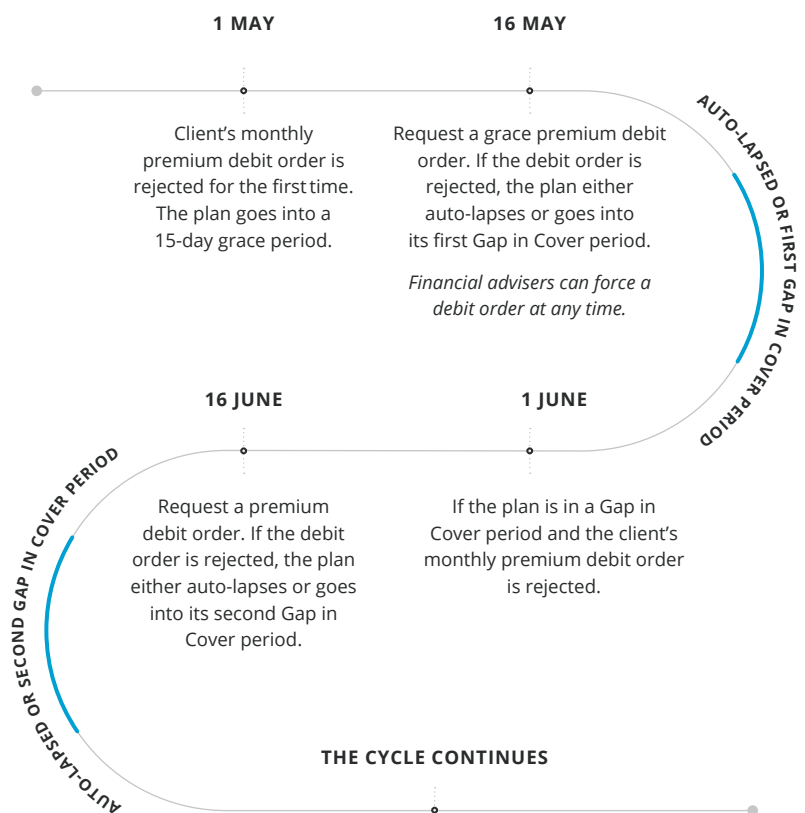


Allows you to force debit orders at any time

Gap in Cover gives clients the opportunity to pay their monthly premium if their grace period premium collection debit order is rejected.

When a grace premium debit order is rejected for the first time, a plan can either auto-lapse or go into Gap in Cover, depending on the client's risk profile. A plan that is in Gap in Cover is still active. However, the client will not be covered in the event of a claim. A plan that auto-lapses can be reactivated within 60 days. Vitality Drive rewards will be suspended during the Gap in Cover period.

EXAMPLE:



Technical details

- Following a debit order rejection, clients get a 15-day grace period to pay their premium. Discovery Insure triggers a debit order 15 days after the initial debit order rejection. If the grace premium debit order is rejected, then a plan can auto-lapse or go into Gap in Cover.
- Whether the plan auto-lapses or goes into Gap in Cover depends on the client's risk profile. The plan can be in Gap in Cover for a maximum of 6 months.
- Clients will not have cover during the Gap in Cover period.
- Clients can reactivate their plan within 60 days of it auto-lapsing.
- On reactivation, the plan will be re-rated to make sure that an appropriate premium is charged.
- A new pre-inspection will be required upon reactivation for vehicles and motorcycles.
- A pro-rata amount will be charged for the period from the forced debit order collection date selected to the day before the next premium date.
- The anniversary process will continue as normal, even if the plan is in the Gap in Cover period.
- If a plan missed its anniversary because it auto-lapsed and is reactivated after the anniversary date, that plan will be included in the following month's anniversary process.

Vitality Drive rewards

- All Vitality Drive benefits and rewards will be suspended during the Gap in Cover period.
- No fuel cash back will be earned or paid during the Gap in Cover period.
- If a client is linked to more than one Discovery Insure plan, the following rewards **will not** be suspended due to Gap in Cover, unless all their plans are in Gap in Cover:
 - Vitality Active Rewards
 - Car seat discount
 - Uber discount
- If a plan is in Gap in Cover, clients will still have access to our safety features and emergency assistance, but at their expense.

Adviser 360

- You will be able to view when the plan is in a Gap in Cover period in the 'Credit control status' column of the Discovery Insure servicing book list page.
- You can create a reactivation quote when a plan is in Gap in Cover. On this quote, you will be able to add, edit or remove items on the policy.
- You can request a forced debit order when viewing a plan that is currently in Gap in Cover. You can force debit orders at any time during the Gap in Cover period.

