

Optimi Personal Insurance

Product description

Valid from 1 January 2019

Optimi is a flexible and individual personal insurance policy. You will receive comprehensive coverage against illness, accidents, disability and death for yourself and your family.

Life insurance cover

In the case of Optimi, you can yourself determine the amount of the sum payable at death. The sum payable at death does not decrease any statutory compensation potentially received by the next of kin. You can select either a fixed amount or a decreasing amount for the sum payable at death.

The insurance always includes death cover in case of the death of the Primary Insured. The death benefit paid is always the minimum amount specified by the Insurance Company at any given time. For now, this amount has been specified as EUR 1,000. This amount can later be changed. Index adjustments are not made to this amount. The amount is paid to the beneficiary of the death benefit and, if no beneficiary has been specified, to the estate. If the amount paid based on the contract to the beneficiary of the death benefit is at least EUR 1,000, a separate minimum amount is not paid.

In the **fixed-sum option**, the sum payable at death remains the same throughout the insurance period. The sum payable at death is adjusted by index adjustments, unless otherwise agreed upon. The premium depends on the amount of the sum payable at death, and the age of the insured. The insurance premiums increase with age.

The alternative is **life insurance for a decreasing amount**, where the insurance amount decreases annually so that the insurance premium remains the same except for any index adjustments.

Insurance for two people, Couple Insurance, is more economical than taking out life insurance individually.

The sum payable at death will be paid in case either one of the insured dies. If the insured die simultaneously, the insurance benefit is paid in half to the beneficiaries or both.

Life insurance cover may be granted to persons between 0 and 89 years of age. The policy expires at the latest when the insured turns 90. Insurance that only covers accidental death can be granted to persons between 0 and 69 years of age. The policy expires at the latest when the insured turns 70.

Cover for illness and accidents

Medical expense insurance

Medical expense insurance covers doctors' fees, examinations, treatment and drugs prescribed by a doctor, to the extent that these are not compensated for on the basis of legislation. The policy does not cover normal health examinations, travel costs or physical therapy, for example, or the costs of occupational health care. Additional information is available in the insurance terms and conditions.

The deductible for medical expense insurance is EUR 165 (in 2019). A deductible is insurance period-specific and deducted once every insurance period. Whether or not expenses arise from one or more illnesses or accidents is not significant considering the deduction of the deductible.

The maximum amount of medical costs covered by insurance is EUR 62,800 (in 2019), regardless of the number of incidents. The maximum daily compensation for daily hospital fees is EUR 32.81 in 2019. When paid to the insured, the expense compensation is exempt from tax.

Medical expense insurance can be extended to cover illness and accidents from the age of two months until the age of 59. The policy expires at the latest when the insured turns 60.

However, the Optimini medical expense insurance will terminate at the latest when the insured reaches 20 years of age.

You can also select medical expense insurance which only covers accidents between 0 and 69 years of age. The policy expires at the latest when the insured turns 70.

Hospitalisation insurance

Hospitalisation insurance allows for high-quality inpatient care. Hospitalisation insurance will pay a daily allowance starting from the first day of inpatient treatment if the patient is in hospital for five days or more.

The benefit will be paid regardless of whether benefits are received from other insurance policies, such as medical expense insurance. Compensation will be paid according to the contract for a maximum of 365 or 730 days. You can freely select the amount of the daily compensation. Benefits are taxable income for the share that exceeds the daily hospital fees.

Hospitalisation insurance can be taken between the ages of 2 and 64. The policy expires when the insured turns 65. You can also select hospitalisation insurance only to cover accidents between 0 and 69 years of age. The policy expires at the latest when the insured turns 70.

Cover for critical illnesses

In case of a critical illness, it is important to quickly receive the best possible treatment. When a cover for critical illnesses is attached to the insurance, it is also financially possible to arrange things and be treated. The most critical illnesses and procedures entitle to compensation: cancer, coronary artery bypass surgery, myocardial infarction, renal failure, multiple sclerosis and cerebral palsy as well as organ or bone marrow transplant. The illnesses entitled to compensation are described in more detail in the insurance policy terms and conditions.

It is possible to freely choose the sum insured to a maximum of 100,000 euro. The sum insured is fixed, and an annual index adjustment will be made to it. The insurance will pay tax-exempt lumpsum compensation to the insured when the illness specified in the insurance policy terms and conditions is discovered or the procedure has been performed.

The compensation will not decrease the reimbursement from Kela. The payment of compensation requires that the insured has applied for compensation during his or her lifetime within 30 days of the diagnosis or procedure at the earliest.

The use of tobacco products by the insured also influences the cover for critical illnesses premium. The insurance premium is cheaper for nonsmokers. The insurance policy terms and conditions define in more detail what is meant by the use of tobacco products.

The cover can be granted to persons of 20–64 years of age. The cover for critical illnesses enters into force in accordance with the agreement 90 days after the signing of the application, provided that the insurance company accepts the application made and grants the cover.

Unless otherwise stated by the insurance company, the cover will always be extended for the next 10 years after its 10-year validity, provided that the cover for critical illnesses is offered by the company at the time of extension. The cover will continue without providing a health report on the terms and conditions of the cover at the moment of continuation. However, the cover will terminate at the latest on the insured's 65th birthday or when full compensation for the cover has been paid.

Cover for disability

Daily allowance cover for disability periods

A daily allowance is paid from the disability insurance for the days of disability exceeding the waiting period. It is most appropriate to select the period during which the employer pays full salary as the waiting period. After the waiting period, Mandatum Life will pay a daily allowance in accordance with the contract for a maximum period of 365 or 730 days, seven days a week.

The daily allowance is taxable earned income. Benefits received from other insurance policies do not affect the daily allowance.

The policy is granted to persons between 15 and 59 years of age. The policy expires at the latest when the insured turns 60. Insurance that only covers accidents is granted to persons between 15 and 69 years of age. The policy expires at the latest when the insured turns 70.

Cover for permanent disability

The insurance policy for permanent disability entitles to a non-recurring benefit if the insured becomes permanently disabled due to an illness or accident during the validity of the insurance.

A disability can be regarded as permanent once it has continued for at least one (1) year. In addition, the payment of compensation requires that the insured has applied for compensation during his or her lifetime. A permanently disabled person is one who cannot manage his or her normal work or any other work that can be regarded as being suitable and providing for a reasonable living, taking into account his or her age and professional competence.

The policy is granted to persons between 15 and 64 years of age. Compensation is exempt from tax when paid to the insured. Permanent disability cover for illness and accidents ends, at the latest, when the insured turns 65.

Insurance against accident only

You can also take out life insurance, medical expense insurance, hospitalisation insurance and disability insurance as a cheaper alternative that only covers accidents. However, when considering the scope of cover, it is worth remembering that more than 70% of short-term disabilities and more than 90% of permanent disabilities and deaths are due to illnesses.

An accident is a sudden and unexpected event that causes bodily injury and happens without the intent of the insured due to an external factor. This could include, for example, a strain, sprain or fracture caused by tripping or slipping. Medical expense insurance in the case of an accident, as well as hospitalisation insurance and disability insurance that only cover accidents, do not cover accidents that occur during dangerous sports activities. Accidents caused in strength training or motor sports, for example, are also not covered. Additional information is available in the insurance terms and conditions.

Cover for accidental permanent injury

Permanent injury caused by an accident is defined as a permanent medical handicap as a result of an accidental injury. "Permanent injury" refers to the fact that the handicap will not be removed in the future even though the injury would otherwise be cured.

Insurance for accidental permanent injury entitles the policyholder to a non-recurring benefit. The benefit is paid in full or in part in accordance with the medical degree of handicap. Compensation will be paid if the disability class of the permanent injury caused by an accident is at least 2 (10%).

A requirement is that the injury is observed within three years from the accident. Insurance can be taken out between the ages of 0 and 69. Compensation can be selected up to EUR 200,000. The compensation amount is exempt from tax. Cover for accidents ends, at the latest, when the insured reaches 70 years of age.

Optimini – insurance for children

Optimini is life and medical expense insurance for children. You can select life insurance, insurance that covers accidental permanent injury and medical expense insurance. Optimini life insurance and insurance for accidental permanent injury can be taken for a child immediately after birth. Life insurance cover can be EUR 170–5,000. The cover for accidental permanent injury can be selected up to EUR 200,000.

Optimini medical expense insurance can be taken for a child that is aged two months or older. In addition to the medical expense insurance, the insurance policy must always include life insurance against illness and accidents. Medical expense insurance covers doctors' fees, examinations, treatment and drugs prescribed by a doctor, to the extent that these are not compensated for on the basis of legislation. It does not cover normal health examinations, travel costs or physical therapy.

The insurance period-specific deductible for medical expense insurance is EUR 165 (in 2019). The amount of the deductible is deducted once every insurance period. The maximum amount of medical costs covered by insurance is EUR 62,800 (in 2019), regardless of the number of incidents. The maximum compensation for daily hospital fees is EUR 32.81 in 2019. The Optimini policy expires when the child turns 20.

The beneficiary

You determine who will receive compensation (the beneficiaries) in the insurance application. Benefits are usually paid to the insured and, in the case of death, to the next of kin or another designated beneficiary.

If the beneficiaries for the sum payable upon death are next of kin, the spouse will receive one half of the benefit, and the children, the other half. If there is no spouse, the children will receive the entire benefit.

A partner must be separately designated as the beneficiary. You can change the beneficiary specified in the insurance policy by notifying Mandatum Life thereof in writing.

Entry into force of the insurance

The insurance policy will take effect as agreed or, at the latest, when Mandatum Life announces that it has granted the policy. When the policy is granted, Mandatum Life will also cover any loss events that might have occurred during the processing time. Your policy, the insurance policy terms and conditions and the Optimi statement sent annually show the content of your valid insurance policy. The policyholder may terminate the insurance at any time.

Insurance premiums

The premiums required to keep the insurance cover valid must be paid by the due date. Cover premiums will be determined according to the age of the insured and the selected cover amount. The insurance premiums usually increase with age. An annual index adjustment is made to premiums and the cover, unless you have otherwise agreed when signing the contract. Additional information is available in the price list.

Taxation of personal insurance policies

The information regarding taxation corresponds to the situation on 1 January 2019. Tax provisions may change later. Mandatum Life is not responsible for any changes in taxation.

Compensation

Death

Life insurance compensation paid to next of kin on the basis of a death is subject to inheritance tax. The highest tax rate applied is 19%.

Next of kin are, for example, a spouse, children, grandchildren and parents. Compensation paid to a cohabitant is also subject to inheritance tax if the couple have lived together and have or have had a mutual child, or if they were previously married to one another.

Life insurance compensation paid to a beneficiary other than next of kin is subject to capital gains tax of 30%. The tax rate rises to 34% for the share of capital income that exceeds EUR 30,000.

Daily allowances

Daily allowances paid to the insured are treated as taxable earned income.

Permanent disability, accidental permanent injury, critical illness

The non-recurring benefit paid to the insured is completely exempt from tax.

Medical expenses

The expense allowance paid to the insured is exempt from tax.

Hospitalisation insurance

The compensation is taxable earned income for the insured for the share that exceeds the daily hospital fees.

Applying for compensation

Before applying for medical expense compensation, do the following:

- Pay all of the costs yourself.
- Make copies of the original receipts for yourself.
- Seek compensation for the costs paid from the local office of the Social Insurance Institution within six (6) months of paying the expenses. However, pharmacies and most medical care institutions deduct the share of the Social Insurance Institution compensation directly from the medical expenses, in which case you do not have to apply for it.
- Deliver the Social Insurance Institution's original receipt, copies of payment receipts and the application for compensation to Mandatum Life.

Submit a compensation claim for an illness or accident through our Web Service at www.mandatumlife.fi. You can log in to the Web Service with your own bank codes.

The receipts to be attached to the claim can be sent free of charge to:
Mandatum Life
Internetkorvaukset
Info 3299
ID 5012429
00003 FREEPOST MAIL

Insurance claims submitted online are entered for processing within 24 hours of the receipts having arrived.

You can also seek compensation by calling Mandatum Life's Compensation Service, tel. 0200 31100 (mobile call rate/local call rate).

The receipts to be attached to the insurance claim reported by telephone can be sent to:
Mandatum Life
Compensation Service
Info 3299
ID 5012429
00003 FREEPOST MAIL

Instructions about applying for other types of compensation can be found at www.mandatumlife.fi under Making a claim.

Compensation should be sought from Mandatum Life within one year of the expenses having been generated.

Further details

Further details are available at www.mandatumlife.fi or from our customer service, +358 (0)200 31100 (local network charge/mobile network charge).

Processing personal data

Mandatum Life processes its customers' personal data in accordance with Finnish legislation. Data is acquired from the Customer, from parties authorised by the Customer, from other reliable sources, from public records maintained by authorities and from the credit information registers of Suomen Asiakastieto Oy and Bisnode Finland Oy. Due to the confidentiality provisions governing insurance companies, Mandatum Life does not disclose information about its customers to outsiders except with the customer's consent or when the disclosure of information is based on legal provisions. The information content and intended uses of the personal data registers used by Mandatum Life are outlined in the descriptions of files available from the company's website and in the description regarding use of personal data. In addition, our customer service personnel will provide additional information as necessary.

Mandatum Life may use the customer registers also for marketing targeted at customers and record telephone calls to ensure the security of operations. The customer is obligated to inform, if there should later occur changes in the information that has been provided to Mandatum Life when making the agreement. This applies amongst other things to the taxation domicile and other contact information.

Familiarise yourself with the policy conditions

This product description is valid as of 1 January 2019. It is not a complete description of Optimi. See also the insurance policy terms and conditions and price list.

The information regarding taxation corresponds to the situation on 1 January 2019. Mandatum Life is not responsible for any changes in taxation, or for individual tax decisions.

If there is conflict between the product description in English and in Finnish, the Finnish version shall prevail.

Company granting the insurance

The insurance is granted by Mandatum Life Insurance Company Limited. Postal address: P.O. Box 627, FI-00101 Helsinki, Finland. Registered office and address: Bulevardi 56, FI-00120 Helsinki, Finland. Business ID: 0641130-2 www.mandatumlife.fi

Mandatum Life Insurance Company Limited is a wholly-owned subsidiary of Sampo Plc.

Mandatum Life Insurance Company Limited's report on solvency and economic situation, and additional information on Mandatum Life's solvency are to be found at www.mandatumlife.fi.

Mandatum Life has been given permission by Financial Supervisory Authority to use transitional procedures in its solvency accounting until 1.1.2032.

Remuneration for sales personnel

An employee or an agent of Mandatum Life may receive monetary remuneration on the basis of the sale of the insurance.

Supervisory authority

Insurance products are subject to the Insurance Contracts Act and other Finnish legislation. Mandatum Life's products are not covered by the deposit guarantee fund. Mandatum Life's operations are supervised by the Finnish Financial Supervisory Authority (Snellmaninkatu 6, P.O. Box 103, FI-00101 Helsinki, Finland, www.finanssivalvonta.fi, tel. +358 10 831 51).

Appealing a decision by the insurance company

If you are dissatisfied with a decision concerning your insurance matter or the conduct of the salesperson, first contact us by phone, online message or by mail. Always contact the person who has made the decision first. You may also send a letter to the address:

Mandatum Life
Insurance Company Limited
Asiakasposti/2011
Kalevantie 3
20520 Turku
Finland

The feedback will be handled efficiently, with high quality and according to current legislation. The processing of the matter will take place without delay, however, within a maximum of 30 days.

Matters may also be submitted for consideration to the Finnish Financial Ombudsman Bureau, the Finnish Insurance Complaints Board, the Consumer Disputes Board or a district court.

The Financial Ombudsman Bureau (Porkkalankatu 1, 00180 Helsinki, Finland, www.fine.fi, tel. +358 9 6850 120) provides free advisory services and guidance in applying and interpreting insurance contracts and terms. Operating in connection with the Financial Ombudsman Bureau is the Insurance Complaints Board, which issues statements on, for example, unclear claims cases at no charge.

Consumer Disputes Board's contact information: Hämeentie 3, P.O. Box 306, 00531 Helsinki, Finland, www.kuluttajariita.fi, tel. +358 29 566 5200

Matters can also be resolved in court. The case must be brought before the Helsinki District Court or the District Court of the municipality in which the complainant is domiciled in Finland. The appeal must be filed within three years after the complainant has received written notification of both the insurance company's decision and the period for filing a complaint.