

# **FlexAccount Travel Insurance removal - further information**



Building Society

As a Building Society, we're run on 'mutual principles'. This means that whatever we do will always be for the mutual good of all our members. We're continuously reviewing all our accounts to make sure our Society stays sustainable so that we can remain strong and still be here for you in the future. As part of this, we're sorry to let you know that we will be removing the Travel Insurance benefit from FlexAccount from **31 December 2021** unless you have an upgrade, or need to add or renew an upgrade before this date, in which case your cover will end when your upgrade expires and you'll need to make arrangements to ensure future trips are covered.

We realise this may be disappointing news but hope you will understand. Below explains what this change means for you and what your options are now. Just to reassure you, nothing else about your account will be changing at this time.

# Contents

1

**Adding or renewing an upgrade**

Page 4

2

**How the removal of travel insurance affects your cover** Page 5

3

**If you still need travel insurance** Page 5

3

**Your choices** Page 6

3

**Answering your questions** Page 7

# Adding or renewing an upgrade

Planning a trip before your cover ends? If so, don't forget to add or renew any upgrades you may need on your Travel Insurance. For example, if you're turning 70 and need an age extension, or are diagnosed with a new medical condition or would like worldwide travel cover.

You have until 1 December 2021 to get a quote to purchase or renew any upgrades you might need. The quote will then remain valid for 30 days. Remember you should only consider buying an upgrade when you're planning to book a trip. If you need to purchase an upgrade, give us a call on **08000 85 36 10**, option 2 and we'll be happy to help.

**If you purchase an upgrade before 31 December, you'll continue to have full cover until your upgrade expires.**

# How the removal of travel insurance affects your cover

<b>Trips you take after your policy end-date</b>	These won't be covered, even if they were booked while you still had cover. You'll need to make new arrangements to ensure that your trip is covered.
<b>If a trip is cancelled <u>before</u> your policy end-date</b>	It will be covered, even if the trip was due to take place after the end-date. Of course, this will still be subject to the usual policy Terms and Conditions.
<b>If your trip is cancelled <u>after</u> your policy end-date</b>	It won't be covered. You'll need to make new arrangements to ensure that your trip is covered.

You'll also find an 'Answering your questions' section on page 6.

## If you still need travel insurance

We understand that you may still need travel insurance to cover any trips you're planning to take once your cover has ended. If so, you could:

1. **Change to a different Nationwide account that provides insurance cover:** to find out what current accounts offer travel insurance, please visit [nationwide.co.uk/compareaccounts](https://nationwide.co.uk/compareaccounts)
2. **Continue using U K Insurance Limited as your insurance provider:** we've arranged a FlexAccount member discount through their brand Direct Line, which is available from 3 October 2021. You can find out more about this at [nationwide.co.uk/flexaccounttravel](https://nationwide.co.uk/flexaccounttravel) or you can call them when you're ready to book a trip on **0345 246 0415**.
3. **Arrange alternative travel insurance cover through a different provider.** It's important to consider which option best meets your needs before choosing a new provider. You'll find lots of impartial advice about finding the right cover at [moneyhelper.org.uk/en/everyday-money/insurance](https://moneyhelper.org.uk/en/everyday-money/insurance). You can also call Moneyhelper on **0800 138 7777** to receive free and impartial help.

# Your choices

Whenever things change with your account it's important that you are aware of your options. You can:

## Keep your FlexAccount

If you're happy to keep your FlexAccount, these changes will automatically take effect. Your account will still have all the other usual features, such as access to a range of member-only products and no monthly fee for maintaining the account.

## Move to a different Nationwide current account

If you'd rather move to a different Nationwide current account, there's a few to choose from.

You can explore what's on offer at [nationwide.co.uk/compareaccounts](https://nationwide.co.uk/compareaccounts) or call us on **03457 30 20 10**

## Move to another current account provider

We really hope you want to stay with us. But if you decide to switch, the Current Account Switch Service offers a secure and easy way to switch account in seven working days.

You can find out how at [currentaccountswitch.co.uk](https://currentaccountswitch.co.uk)



## Close your FlexAccount

We'll be sorry to see you go, but you can close your account using the Internet Bank or by visiting your local branch. Please note, any overdraft, as well as any outstanding fees and charges, will need to be repaid before you can close your account.

# Answering your questions

We appreciate you may have some further questions about why we're removing your Travel Insurance, and what impact this will have on you. So here are the answers to some questions you may have:

- **Are you removing Travel Insurance due to Covid-19?**  
No, this change is not as a result of Covid-19. We're continuously reviewing all our accounts to make sure we can remain strong and still be here for you in the future.
- **Am I able to renew my existing upgrade if it expires before 31 December?**  
All existing upgrades that are due to expire before 31 December 2021 will be invited for renewal before the upgrade is due to expire, to allow members to get a quote for their renewal before 1 December and renew for a further year, if needed.
- **I will be on a trip which begins in 2021 and ends in 2022. Will I still be covered even without an upgrade?**  
Yes – if you're on a continuous trip which begins in 2021 while your cover is still in place, then this trip will be covered for the whole time you're away, even if this goes beyond the date your cover is withdrawn, subject to terms and conditions.
- **Will I still be covered for trips which had to be rescheduled due to Covid-19?**  
Any trips which begin after the cover end date, no matter when they were booked or rescheduled, won't be covered unless you have an existing upgrade. If you have an upgrade, then you'll be covered up to the expiry date of the upgrade.
- **If I have an existing upgrade can I make a change to this after 31st December 2021?**  
Yes – if you have an existing upgrade and need to amend this, you'll be able to do so up until the upgrade expiry date. For example, if you're turning 70 and need an age extension, or are diagnosed with a new medical condition, you will be able to amend your cover. The insurer will make these changes for you, just like they do now.
- **What happens if I want to move to a Nationwide account with travel insurance but need cover for existing medical conditions?**  
Usually, different travel insurance products provide varying levels of cover for pre-existing medical conditions. But if you choose to move to a Nationwide account with travel insurance, your medical conditions will be assessed in the same way as if you still had your FlexAccount.

We are able to provide this document in Braille, large print or audio format upon request. Your local branch will arrange this for you or you can contact us on **0800 30 20 11**.

If you have hearing or speech difficulties and are a textphone user, you can call us direct in text on **0800 37 80 01**. We also accept calls via BT TypeTalk. Just dial **18001** followed by the full telephone number you wish to ring. Calls may be recorded.

Nationwide acts as an intermediary for Nationwide FlexAccount Travel Cover, which is underwritten by U K Insurance Limited on behalf of Nationwide Building Society. U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. U K Insurance Limited, Registered office: The Wharf, Neville Street, Leeds, LS1 4AZ. Registered in England & Wales No.1179980.

Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 106078. You can confirm our registration on the FCA's website [fca.org.uk](https://www.fca.org.uk)  
Calls may be recorded.

The information in this leaflet was correct at the time of going to print.

**Nationwide Building Society.** Head Office: Nationwide House, Pipers Way, Swindon, Wiltshire SN38 1NW.

**SMD297** (August 2021)