

Vista

Customer product disclosure document



Helping you decide

This is an important document which gives you a summary of the Vista policy. Please read this before you buy this policy and keep it for future reference.

Contents

This important document explains the main features of your Vista policy. Please read this together with your personalised illustration and the terms and conditions.

Please make sure you fully understand what you are buying and keep this document, your personal illustration, your terms and conditions and your policy schedule in a safe place for future reference.

For residents of Qatar, the Qatar Financial Centre Regulatory Authority is the independent financial services regulator for the Qatar Financial Centre. It requires us, Zurich International Life Limited, to give you this important information to help you decide whether this Vista policy is right for you.

You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

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Vista – an easy way to plan for your future

Good plans shape good decisions. That's why good planning can help to make your dreams come true.

Those dreams may include early retirement, ensuring your children or grandchildren are well educated, arranging a wedding, taking a career break or travelling the world. Making these dreams a reality depends on your willingness to plan and save.

If you start saving regularly with Vista, your future plans could be closer than you think.

Why choose Vista?

Let's take a closer look at the benefits that a Vista savings policy brings.

- Allows you to save on a regular basis with the aim of reaching your savings goals.
- Gives you a welcome bonus when you save more. You can also earn a loyalty bonus every five years to help give your savings a regular boost, and when your policy matures a maturity bonus is paid.
- Lets you decide how often you want to save, and for how long.
- Lets you choose how much and in which currency you want to invest.
- Lets you pay in additional single premiums.
- Gives you access to your capital by allowing regular withdrawals or partial surrenders.
- Helps to increase the value of the money you invest and meet your investment objectives over the medium to long term.
- Helps to secure your future through adding optional benefits such as additional life cover, accidental death benefit and waiver of premium benefit.
- Offers a wide range of investment funds.
- Pays a cash sum on the death of the life insured.

Your commitment

There are some things you need to do to make sure your plan is properly set up and that you are well supported throughout the life of the policy. They are to:

- provide us with all the information we ask for when applying for your policy
- answer all the questions when you apply fully, truthfully and accurately
- provide instructions as to how premiums are to be invested
- pay all the premiums as shown in your policy schedule
- invest for the medium to long term
- tell us about any changes in your health, family history, occupation or country of residence, and
- tell us if you take up any hazardous activities between signing the application and when your cover starts if you have one of the optional benefits.

Understanding the risk factors

- Buying a Vista is a medium to long term commitment so you may get back less than the amount shown on your personal illustration if:
 - investment growth is lower than expected
 - charges increase above those illustrated
 - you take more money out of your policy than illustrated, or
 - you stop or reduce your premiums as this may cause your policy to lapse. If this happens, the policy will end, any optional benefits will stop and you will not get your money back. Stopping or reducing premiums may also mean we will reclaim your welcome bonus units and you may not be eligible for your loyalty bonus and/or maturity bonus.
- If you don't answer all the questions when you apply fully, truthfully and accurately, we may not be able to pay a claim.
- If you stop paying premiums, all charges and any additional life cover charges will continue to be deducted, and any accidental death benefit and/or waiver of premium benefit and associated charges will end.
- If your policy is fully surrendered before the maturity date, there will be a surrender charge as described in the charges section on page 11 of this document.
- The value of any investment and the income from it can fall as well as rise as a result of market fluctuations. You may not get back the amount originally invested.
- The value of a policy may also rise and fall as a result of currency movements where investments are not held in the same currency as the policy or where individual funds invest in foreign currencies.
- Information on the specific risks associated with investing in a particular fund can be obtained from the relevant underlying fund prospectus or fund report and accounts, both of which are available from our website www.zurichinternational.com.
- Full details of our charges can be found in the charges section on page 11. These will be subject to variation with prior notification from us and we will give you at least three months' notice in writing of any increase in the charges unless it is not reasonably possible in the circumstances.

Other documents you should read

As this document only gives you key information about the policy, please read the following documents for more information.

Vista terms and conditions

Provides the full terms and conditions of Vista.

Vista personal illustration

Provides details of the benefits provided by your policy, the required investment return to enable your policy to sustain to maturity, and the effect of policy charges.

Zurich Collection Guide (Mirror, Managed and Money funds)

Provide details of the funds available through Vista.

Product details

Ownership

- Single ownership
- Joint ownership basis
- Trustees and companies
- Life insured basis:
 - own life – you are the policy owner and the life insured
 - life/lives of another – you are the policy owner, but someone else is the life insured
 - joint lives, first death – you are both the policy owners and the lives insured.

Age at policy commencement date

- Policy owner minimum 18 years of age maximum 74 years of age.
- Life insured minimum two years of age (18 if any of the additional benefits are chosen).

 maximum 74 years of age (59 if the additional life cover benefit and/or the waiver of premium benefit are selected).

Additional benefits

The waiver of premium benefit will end when the life insured reaches age 70.

The accidental death benefit will end when the life insured reaches age 65.

The additional life cover will end when the life insured dies.

Policy term

- The policy term must be in whole years, with a minimum of five years.
- The term must end before the life insured's 80th birthday, or for joint life policies the oldest life insured's 80th birthday.

Policy currency

- The policy currency is chosen by you when you apply, shown on your policy schedule and cannot be changed. The options are:
 - USD
 - EUR
 - GBP
 - AED
 - BHD
 - QAR

Premium frequency

- Regular premiums – monthly, quarterly, half-yearly or yearly.
- Single premium only – at the start of the policy.
- Additional single premiums – at any time.

Premium payment methods

- Regular premiums
 - Credit card
 - Cheque
 - Standing order
 - UK bank direct debit
 - Telegraphic transfer (first premium only)
- Single and additional single premiums
 - Cheque
 - Telegraphic transfer

Minimum premiums

If you are starting your Vista policy with regular premiums and a single premium, then the additional single premium minimum amounts apply.

Minimum regular premium amounts

Currency	Monthly	Quarterly	Half-yearly	Yearly
USD	300	900	1,800	3,600
GBP	200	600	1,200	2,400
EUR	250	750	1,500	3,000
AED/QAR	1,100	3,300	6,600	13,200
BHD	110	330	660	1,300

Minimum single and additional single premium amounts

Currency	Single premium	Additional single premium
USD	12,000	6,000
GBP	8,000	4,000
EUR	9,600	4,800
AED/QAR	44,000	22,000
BHD	4,400	2,200

Welcome bonus

We will credit your policy with a welcome bonus during the first 12 months of your policy (or the first 12 months of any increase). The amount of bonus depends on how much you are saving.

Welcome bonus rates

Bronze 0.5%

Silver 1.5%

Gold 2.5%

The welcome bonus is calculated as the regular premium amount x welcome bonus rate x the policy term. The maximum term applicable for a bonus calculation is 25 years.

As an example, a 20 year policy with a premium of USD1,500 a month would be calculated as follows:

- Welcome bonus premium level = silver
- Silver bonus = 20 (years) x 1.5% = 30%
- Bonus = USD1,500 x 30% = USD450
- Total bonus and premium allocated in the first 12 months = USD1,950 each month
- From the 13th month, the allocation rate returns to 100%, and so USD1,500 will be allocated.

Some or all of your welcome bonus will be reclaimed if, within 18 months of its allocation, you reduce your premium, your policy is made paid-up or it lapses, or if you fully surrender your policy. Full details can be found in the terms and conditions.

Bronze premium range

Bronze = 100% + 0.50% x term								
	Monthly		Quarterly		Half-yearly		Yearly	
	From	To	From	To	From	To	From	To
USD	750	1,249	2,250	3,749	4,500	7,499	9,000	14,999
GBP	500	799	1,500	2,399	3,000	4,799	6,000	9,599
EUR	600	999	1,800	2,999	3,600	5,999	7,200	11,999
AED/QAR	2,800	4,599	8,400	13,799	16,800	27,599	33,600	55,199
BHD	280	459	840	1,379	1,680	2,759	3,360	5,519

Silver premium range

Silver = 100% + 1.5% x term								
	Monthly		Quarterly		Half-yearly		Yearly	
	From	To	From	To	From	To	From	To
USD	1,250	1,999	3,750	5,999	7,500	11,999	15,000	23,999
GBP	800	1,299	2,400	3,899	4,800	7,799	9,600	15,599
EUR	1,000	1,599	3,000	4,799	6,000	9,599	12,000	19,199
AED/QAR	4,600	7,299	13,800	21,899	27,600	43,799	55,200	87,599
BHD	460	739	1,380	2,219	2,760	4,439	5,520	8,879

Gold premium range

Gold = 100% + 2.5% x term				
	Monthly From	Quarterly From	Half-yearly From	Yearly From
USD	2,000	6,000	12,000	24,000
GBP	1,300	3,900	7,800	15,600
EUR	1,600	4,800	9,600	19,200
AED/QAR	7,300	21,900	43,800	87,600
BHD	740	2,220	4,440	8,880

Loyalty bonus

- We will pay you a loyalty bonus every five years.
- At year five the loyalty bonus will be a refund of 10% of the total yearly management charge deducted in the previous five years.
- At year ten the loyalty bonus will be a refund of 10% of the total yearly management charge deducted in the previous ten years (less any loyalty bonus paid in year five).
- At year 15 and every subsequent five years, the loyalty bonus is a refund of 20% of the total yearly management charge deducted since the policy started (less any previous loyalty bonuses paid).
- The loyalty bonus is dependent on all expected regular premiums being received. By expected regular premiums, we mean the premium amount you selected at the start of the policy multiplied by the number of months (or applicable regular premium frequency) until the bonus payment is due. This means that if there have been any missed regular premiums, if the policy has been made paid-up or lapsed, or if regular premiums have been reduced at any point, then the loyalty bonus will not be paid. If, however, you pay back all the missed regular premiums at any point prior to the date where the loyalty bonus is due, then we'll pay the loyalty bonus to you.

The loyalty bonus will be paid as a lump sum into accumulation units.

Maturity bonus

- We will pay you a maturity bonus at the policy maturity date.
- For a policy term between 5-14 years (inclusive), the maturity bonus will be a refund of 10% of the total of the yearly management charge taken during the policy term (less any loyalty bonuses paid).
- For a policy term of 15 years and over, this will be a refund of 20% of the yearly management charge taken during the policy term (less any loyalty bonuses paid).
- You have to pay all your regular premiums to get the maturity bonus. This means that if you have missed any premiums, if the policy has been made paid-up or lapsed, or if premiums have been reduced at any point, then the maturity bonus will not be paid. If, however, you pay back all the missed premiums at any point prior to the date where the maturity bonus is due, then we'll pay the maturity bonus to you.
- The maturity bonus will be paid as a lump sum into accumulation units.

Optional benefits

Accidental death benefit

- This benefit is only available at the start of your policy; you cannot add it later.
- You will automatically be given this free benefit when your policy is issued, although you can choose to decline this benefit by telling us on your application form, or you can ask us to remove it any time after the policy is issued.
- This benefit provides an amount payable if you die as a direct result of an accident (including drowning) and your policy value is less than the accidental death benefit amount.
- The maximum benefit we will pay is USD50,000, GBP32,000, EUR40,000, AED/QAR180,000 or BHD18,000.
- Conditions apply to this. For example:
 - the death needs to occur within 30 days of the accident, and
 - the death needs to occur before the policy anniversary immediately before the life insured's 65th birthday.

Further conditions apply and these can be found in the terms and conditions.

Additional life cover benefit

- This benefit is only available if you are aged less than 60 at the policy commencement date and is only available at the start of your policy. You cannot add it at a later date.
- The additional life cover amount available is a fixed amount which depends on your premium amount. It cannot be changed once your policy has been issued, although you can ask us to remove it any time.
- For regular premiums, the additional life cover amount will be 6 x the yearly equivalent of your regular premium at the start of your policy. For single premiums, the amount will be 1.5 x the premium amount at the start of your policy. If you are paying a single and regular premium, then the additional life cover available will be the total of the two.

- The maximum additional life cover available on the policy is USD360,000, GBP230,000, EUR280,000, AED/QAR1,300,000 or BHD130,000.
- The additional life cover benefit will be subject to a charge as described in the charges section on page 11 and may also be subject to underwriting.

Waiver of premium benefit

- This benefit can be added at any time during the policy term.
- The benefit is available providing you are aged less than 60 when the benefit is added to the policy.
- If (subject to the terms and conditions), you become unable to work due to illness or disability we will pay your regular premiums into the policy for you up until:
 - either your return to work, or
 - your 70th birthday, or
 - when the policy matures, whichever is earlier.
- The waiver of premium benefit will be subject to a charge as described in the charges section on page 11 and may be subject to underwriting.

Funds

- You can choose up to 30 funds from a wide range of Zurich International Life funds, including low risk, managed and mirror funds.
- Our mirror fund range covers many asset types, industrial and geographical sectors and is managed by a selection of external fund managers. You should note that when investing into a mirror fund the charges, expenses and taxation of the underlying fund vary and performance may differ and will be subject to a charge as described in the charges section on page 11.
- Rather than selecting the funds yourself, you may prefer to appoint a fund investment adviser to provide investment advice, or to manage your investment on your behalf by sending switch instructions directly to us. You can choose to pay your appointed adviser a fund investment adviser charge for the service they provide by way of automatic deductions directly from your policy.
- We also offer our automatic investment strategy (AIS), which is an investment strategy that automatically switches your money between funds as you approach your maturity date.
- Further details and a full description of all the funds can be found in the Zurich Collection Guide (Mirror, Managed and Money funds), copies of which are available on request.
- Please note that the price of units can fall as well as rise, not only due to the movements in the value of investments, but also due to currency movements where investments are not held in the currency of the fund.

Charges

We reserve the right to vary the charges or apply new charges with not less than three months prior written notice.

Some charges are deducted from initial units during the ICP. If you are only paying regular premiums into your policy, you will build up a negative accumulation unit balance during the primary ICP. This will become positive once sufficient premiums are invested into accumulation units after the primary ICP.

Charge	Applicable rate	How is it deducted and where from?												
Expense recoupment charge	4% each year of the value of the initial units. The monthly charge taken will be $0.333\% \times$ current initial unit value.	Deducted monthly in advance by cancellation of initial units at the start of each policy month, up until the earlier of the maturity date or 25 years.												
Monthly policy charge	This is a fixed charge that is deducted each month. The charge is listed below: <table border="1" data-bbox="555 1077 903 1314"> <thead> <tr> <th>Currency</th> <th>Monthly</th> </tr> </thead> <tbody> <tr> <td>USD</td> <td>8.25</td> </tr> <tr> <td>GBP</td> <td>5.50</td> </tr> <tr> <td>EUR</td> <td>6.50</td> </tr> <tr> <td>AED/QAR</td> <td>30.00</td> </tr> <tr> <td>BHD</td> <td>3.00</td> </tr> </tbody> </table>	Currency	Monthly	USD	8.25	GBP	5.50	EUR	6.50	AED/QAR	30.00	BHD	3.00	Deducted monthly in advance by cancellation of accumulation units at the start of each policy month for the whole term of the policy.
Currency	Monthly													
USD	8.25													
GBP	5.50													
EUR	6.50													
AED/QAR	30.00													
BHD	3.00													
Yearly management charge	This charge is based on the policy value and will be deducted on a monthly basis at a rate of 1% each year. The monthly charge taken is $0.0833\% \times$ current policy value.	This is deducted monthly in advance by cancellation of initial and accumulation units at the start of each policy month for the whole term of the policy.												
Accidental death benefit	No charge.	Not applicable.												

Charge	Applicable rate	How is it deducted and where from?												
Additional life cover benefit charge	<p>This charge is only applicable if you have chosen the additional life cover benefit.</p> <p>The charge is calculated as the sum at risk x additional life cover rate.</p> <p>The sum at risk is the difference between the amount of additional life cover and the policy value. If this sum at risk in a particular month is zero or less, no charge will be deducted for that month.</p> <p>The additional life cover rate is determined by us, based on the life insured's attained age, gender, smoking habits, and class of risk, and so on.</p> <p>This rate will increase during the policy term due to the life insured's age.</p>	Deducted monthly in advance by cancellation of accumulation units at the start of each policy month for the whole term of the policy.												
Waiver of premium benefit charge	<p>This charge is only applicable if you have chosen the waiver of premium benefit.</p> <p>The charge depends on the age of the life insured at the time the charge is taken, and is a percentage (shown below) of the premium amount.</p> <p>We reserve the right to increase this charge to reflect the life insured's circumstances, occupation, health and lifestyle.</p> <table border="1"> <thead> <tr> <th>Age next birthday</th> <th>% of monthly premium</th> </tr> </thead> <tbody> <tr> <td>Up to 40</td> <td>2.50</td> </tr> <tr> <td>41 – 45</td> <td>3.00</td> </tr> <tr> <td>46 +</td> <td>4.00</td> </tr> </tbody> </table>	Age next birthday	% of monthly premium	Up to 40	2.50	41 – 45	3.00	46 +	4.00	Deducted monthly in advance by cancellation of accumulation units at the start of each policy month while benefit is on the policy.				
Age next birthday	% of monthly premium													
Up to 40	2.50													
41 – 45	3.00													
46 +	4.00													
Paid-up charge	<p>Once a policy has been made paid-up, the following charge will be deducted in each month the policy continues to be paid up.</p> <table border="1"> <thead> <tr> <th>Currency</th> <th>Monthly charge</th> </tr> </thead> <tbody> <tr> <td>USD</td> <td>10.00</td> </tr> <tr> <td>GBP</td> <td>6.50</td> </tr> <tr> <td>EUR</td> <td>8.00</td> </tr> <tr> <td>AED/QAR</td> <td>36.50</td> </tr> <tr> <td>BHD</td> <td>3.75</td> </tr> </tbody> </table> <p>The charge will stop once regular premiums restart.</p>	Currency	Monthly charge	USD	10.00	GBP	6.50	EUR	8.00	AED/QAR	36.50	BHD	3.75	Deducted monthly in advance by cancellation of accumulation units at the start of each policy month while the policy is paid-up.
Currency	Monthly charge													
USD	10.00													
GBP	6.50													
EUR	8.00													
AED/QAR	36.50													
BHD	3.75													

Charge	Applicable rate	How is it deducted and where from?				
Surrender charge	The charge is deducted if the policy is surrendered before the maturity date.	Deducted from the policy value before the surrender value is paid out.				
	The charge is a percentage of the value of initial units and will be deducted along with any relevant welcome bonus reclaim at the time of the full surrender.					
	At end of policy year	Policy term				
		5 years	10 years	15 years	20 years	25 years
		Charge as a percentage of the initial unit value				
	1	100%	100%	100%	100%	100%
	2	85.71%	94.12%	96.30%	97.30%	97.87%
	3	57.14%	82.35%	88.89%	91.89%	93.62%
	4	28.57%	70.59%	81.48%	86.49%	89.36%
	5	0.00%	58.82%	74.07%	81.08%	85.11%
	6		47.06%	66.67%	75.68%	80.85%
	7		35.29%	59.26%	70.27%	76.60%
	8		23.53%	51.85%	64.86%	72.34%
	9		11.76%	44.44%	59.46%	68.09%
	10		0.00%	37.04%	54.05%	63.83%
	11			29.63%	48.65%	59.58%
	12			22.22%	43.24%	55.32%
	13			14.81%	37.84%	51.07%
	14			7.41%	32.43%	46.81%
	15			0.00%	27.03%	42.55%
	16				21.62%	38.30%
	17				16.22%	34.04%
	18				10.81%	29.79%
	19				5.41%	25.53%
	20				0.00%	21.28%
	21					17.02%
	22					12.77%
	23					8.51%
	24					4.26%
	25					0.00%

Charge	Applicable rate	How is it deducted and where from?
Credit card charge	This charge is only applicable when premium is paid by credit card. A charge of 1% on each premium collected.	The charge is not a unit deduction, but is made by increasing the amount collected from your credit card account when the premium is paid.
Switch charge	No charge.	Not applicable.
Currency switch charge	This charge is applicable when you switch units into or from funds where the fund currencies differ. The charge is 0.175% of the net amount moved between each fund during the switch.	Deducted by cancellation of initial and accumulation units immediately after the switch has been processed.
Currency exchange charge	This charge is applicable if you pay premiums into the policy or if we pay money out of the policy in a currency different to your policy currency. The charge is 1% above the exchange rate we receive from Bloomberg at the end of each Isle of Man working day.	The charge is not a unit deduction, but is reflected in the currency exchange rate use, which is determined by us and is at our discretion.
Fund investment adviser charge	This charge is applicable if you appoint a fund investment adviser to give instructions to us regarding your funds and you agree with them to pay a charge for the service they provide. There will be no charge if you are invested in the AIS. The charge will be made in accordance with the agreement between you and your fund investment adviser, up to 1.5% each year of the value of the accumulation units.	Deducted monthly in advance by cancellation of accumulation units at the start of each policy month after the primary ICP and while the agreement between you and your fund investment adviser is in place.
Underlying fund charges	The fund charges are made by the fund managers and include (but are not limited to) annual management charge, performance fee, bid-offer spread and/or switching fee. The charges will vary for different funds and are shown in our Zurich Collection Guide (Mirror, Managed and Money funds).	These are expressed as a percentage of the value of each fund. You do not pay these fees directly as the fees and charges will be deducted daily before calculating the price of each fund.
Mirror fund charge	This charge covers our fund accounting procedures, administering and reporting and is 0.75% a year of the net asset value of the underlying fund.	These are expressed as a percentage of the value of each mirror fund. They are not separate unit deductions and you do not pay these fees directly as the charge will be deducted daily before we calculate the price of each mirror fund.

How the policy works

How premiums are allocated

Regular premiums

- Regular premiums are allocated at 100%.
- The first 18 months of your policy is known as the primary initial contribution period (the ICP). All regular premiums paid during the ICP are invested into initial units, and have no surrender value during this ICP. This means that if you surrender your policy during the primary ICP you will not get any of your money back (unless there has been a single or additional single premium paid into the policy).
- After the primary ICP has been completed, your regular premiums will be invested into accumulation units, and your policy will have a surrender value.

Single and additional single premiums

- Single and additional single premiums are allocated at 93% and are invested into accumulation units. There is no ICP for single or additional single premiums.

Changing your regular premiums

Increases

- You can increase your regular premiums at any time.
- If you increase your regular premiums, this will create a further ICP (known as the secondary ICP) for the increased amount. Again, these units have no surrender value during this ICP.
- Below are the minimum increases you can make to your regular premiums.

	Monthly	Quarterly	Half-yearly	Yearly
USD	30	90	180	360
GBP	20	60	120	240
EUR	25	75	150	300
AED/QAR	110	330	660	1,320
BHD	11	33	66	130

Escalation

- If you want to automatically increase your regular premiums on a yearly basis, you can choose the escalation option when you apply, or you can contact us.
- You can choose an escalating amount of 2.5%, 5% or 10% and on each policy anniversary, we will increase the amount of regular premium collected by your chosen percentage.
- The increase in regular premium will result in a secondary ICP being created for the increased amount.

Decreases

- You can ask to decrease your premium at any time, but the resultant premium must meet the minimum amount detailed in the minimum premium section on page 6.
- If the regular premium amount is decreased within the primary ICP, we will deduct a charge as described in the policy charges section on page 11.
- If you do reduce your regular premium, it may mean that we reclaim some or all of your welcome bonus and you may not be eligible for the loyalty bonus and/or maturity bonus. Please refer to the welcome bonus section on page 7, the loyalty bonus section on page 8 and the maturity bonus section on page 9 for further details.

Missed regular premiums

- During the primary ICP, you must pay your premiums within three months. If you don't, then your policy will lapse without value.
- After the primary ICP, you must still pay your premiums within three months, or your policy will become paid-up.
- While regular premiums are not being paid, all the policy charges, including any additional life cover benefit charge, will continue to be deducted.
- Missing your regular premiums may mean that we reclaim some or all of your welcome bonus and you may not be eligible for the loyalty bonus and/or maturity bonus. Please refer to the welcome bonus section on page 7, the loyalty bonus section on page 8 and the maturity bonus section on page 9 for further details.

Unemployment holiday

- If you find you cannot pay your premiums during the primary ICP because you have become unemployed, then, subject to our requirements, you may take an unemployment holiday for up to four months.
- During this holiday, we will allow you to stop regular premium payment, but we won't make your policy paid-up or lapsed. Your primary ICP will be extended for the period of your holiday, and all benefits and charges (including any waiver of premium) will continue. Please refer to the terms and conditions for further details.

Lapsed and paid-up policies

Paid-up

- After the primary ICP, if you don't pay your regular premiums within three months, your policy will become paid-up.
- While your policy is paid-up, then we will deduct a charge as described in the policy charges section on page 11.
- All policy charges, including any additional life cover benefit charge, will continue to be deducted.
- If you have the additional life cover benefit on your policy, this will remain. Any accidental death benefit or waiver of premium benefit will be removed.
- Being paid-up means that we may reclaim some or all of your welcome bonus and you may not be eligible for the loyalty bonus and/or maturity bonus. Please refer to the welcome bonus section on page 7, the loyalty bonus section on page 8 and the maturity bonus section on page 9 for further details.

Lapsed

- During the primary ICP, you must pay your premiums within three months. If you don't, then your policy will lapse without value.
- Your policy could also lapse after the primary ICP if you stop paying regular premiums and your policy value cannot sustain the policy charges and any benefit charges.
- When your policy lapses, then we may reclaim some or all of your welcome bonus and you may not be eligible for the loyalty bonus and/or maturity bonus. Please refer to the welcome bonus section on page 7, the loyalty bonus section on page 8 and the maturity bonus section on page 9 for further details.

Restarting your regular premiums or reinstating your policy

Restarting regular premiums

- You can restart your regular premiums at any time, though your request to restart is subject to any underwriting requirements and submission of other information that we need.
- If you restart your regular premiums after your policy has been made paid-up, then we stop deducting the paid-up charge.
- If you restart your regular premiums, you can choose to pay all the missed premiums or restart paying premiums from the current month. All subsequent expected premiums must be paid, and if you do this and pay any outstanding premiums, your policy will be eligible for the next loyalty bonus(es) and the maturity bonus.
- If your policy has additional life cover benefit and/or waiver of premium benefit, you can also ask to reinstate the benefits. To do this, we may ask for further evidence of health and other information and you would need to supply at your own expense.
- If your policy has accidental death benefit, this will not be reinstated.

Reinstating a lapsed policy

- A reinstatement from lapse will only be allowed at our discretion, and your request must be received within 24 months of the last regular premium paid.
- If your policy was in its primary ICP when it lapsed, then you can choose to extend the ICP by the length of time regular premiums were missed, or pay back all missed premiums. You can make this choice when you ask for the reinstatement.
- If your policy was outside of its primary ICP, then upon reinstatement you must pay back all missed premiums.
- As all missed premiums need to be repaid, then (providing all subsequent expected regular premiums are paid) you will be eligible for the next loyalty bonus and the maturity bonus. If your policy has additional life cover benefit and/or waiver of premium benefit, you can also ask to reinstate the benefits, although we may ask for further evidence of health and other information and you would need to supply this at your own expense.
- If your policy has accidental death benefit, this will not be reinstated.

Withdrawals

- Where only regular premiums are being paid, regular withdrawals and partial surrenders can only be paid out after the primary ICP and if there are sufficient accumulation units.
- If a single or an additional single premium has been paid, regular withdrawals and partial surrenders can be paid out any time, providing there are sufficient accumulation units.

Regular withdrawals

- Regular withdrawals can be taken monthly, quarterly, half-yearly or yearly.
- The minimum regular withdrawal amount is USD500, GBP325, EUR400, AED/QAR1,850 or BHD185.
- All regular withdrawals will be funded by the cancellation of accumulation units and payment will be subject to a minimum surrender value remaining of USD5,000, GBP3,250, EUR4,000, AED/QAR18,350 or BHD1,850.

Partial surrender

- The minimum partial surrender that can be taken is USD1,000, GBP650, EUR800, AED/QAR3,600 or BHD360.
- The maximum partial surrender amount available will be either the total value of accumulation units or 70% of the surrender value of the policy at the time the partial surrender request is made, whichever is lower.
- Partial surrenders will be funded by the cancellation of accumulation units and payment is subject to the minimum surrender value shown above.
- Partial surrenders above these amounts are at our discretion.

Full surrender

- A full surrender of the policy before the maturity date will result in a surrender charge as described in the charges section on page 11. If your full surrender is within 18 months of any welcome bonus units being paid, these are reclaimed from the policy before the surrender value is paid out.

Amount paid on death

If the life insured dies, the amount paid out will depend on the circumstances and whether you have the accidental death benefit and/or the additional life cover benefit.

- If the life insured dies of natural causes and you have not selected the additional life cover benefit, we will pay your policy value.
- If the life insured dies of natural causes and you have selected the additional life cover benefit, we will pay the higher of:
 - the policy value, or
 - the additional life cover amount (less any partial surrenders or regular withdrawal amounts taken from the policy).
- If the life insured dies as a result of an accident (including drowning) and you have selected the accidental death benefit, we will pay the higher of:
 - the policy value, or
 - the accidental death benefit amount (less any partial surrenders or regular withdrawal amounts paid).
- If the life insured dies as a result of an accident (including drowning) and you have selected the accidental death benefit and the additional life cover benefit, we will pay the higher of:
 - the policy value, or
 - the accidental death benefit amount (less any partial surrenders or regular withdrawal amounts paid), or
 - the additional life cover amount (less any partial surrenders or regular withdrawal amounts paid).

Cancelling the policy

- If you are resident in Bahrain, you have 30 days from the date of issue of your policy documents to write to us to cancel the policy.
- If you are resident in Qatar, you have 30 days from receiving these documents to write to us to cancel the policy.
- You can cancel before you receive any documents by contacting either your relevant financial professional or us directly. Our contact details are on page 24.
- If your policy is being paid by regular premiums and you decide to cancel, we will refund the regular premium paid.
- If you have paid in a single premium and there has been a fall in the value of your investments between the time your policy was issued and when we receive your request to cancel, we will deduct this amount from any refund.

Making a claim

- Zurich should be your first point of contact if you want to make a claim. Your relevant financial professional will also be able to assist you.
- The person making the claim should notify us as soon as possible.
- In the event of a claim under the policy we may need to see the relevant life insured's medical records and, in the case of a waiver of premium claim, we may need the life insured to undergo a medical examination or testing. You will be required to supply this information at your own expense.
- Full details on how to make a claim can be found in the terms and conditions.

When a claim won't be paid

- Please refer to the terms and conditions for a full list of reasons why a claim may not be paid. There will be specific exclusions for each benefit.
- Generally, we may not be able to pay a claim if:
 - The policy was fully surrendered or terminated prior to a claim being made.
 - The claim is directly or indirectly attributable to the life insured knowingly or recklessly failing to disclose or deliberately misrepresenting any fact when they apply for a policy, or an increase to the policy, or when restarting premiums from when the policy was paid-up or lapsed. The non-disclosure or misrepresentation is such that it would cause us either to totally decline any benefits in part or in full.
 - The life insured did not disclose all matters which they know, or would reasonably be expected to know, that are relevant to the acceptance of the risk by us.
 - The claim arises directly or indirectly as a result of the life insured's active involvement in:
 - ~ war or warlike operations (whether war is declared or not)
 - ~ invasion, hostilities, mutiny, riot, civil commotion, civil war, rebellion, insurrection or the usurping of government power
 - ~ an act committed by a foreign enemy
 - ~ any activity (military or otherwise) or conspiracy that causes or leads to the proclamation of martial law or a state of siege, or
 - ~ terrorism or conspiracy to commit terrorism which includes any activity that jeopardises the continuance of human life or causes damage to property.

About Zurich

Zurich International Life

Zurich International Life is part of the Zurich Insurance Group which is headquartered in Zurich, Switzerland. The Group is a global insurer with superior financial strength, a talented workforce and a highly valued brand. Acting as one team with one purpose we take a global approach to resources and capabilities. The Group applies these strengths to help our individual, commercial and corporate customers understand and protect themselves from risk.

We're in business to help our customers understand and protect themselves from risk. Risk is part of everyone's life. Individuals, families, businesses and communities can prosper only when they are protected against critical risks. We help our customers to manage the risks they face, making their lives more secure and helping them to grow their businesses.

Vista is designed to meet legal and regulatory requirements for customers resident in the country in which it is purchased. Should the policy owner or the life insured move to another country during the term of the policy, it may no longer be suitable.

Laws and regulations in a different country may affect our ability to continue to service the policy in accordance with the terms and conditions and we may no longer be able to provide all the benefits under the policy. We may, for example, be unable to process switch instructions in connection with the policy or accept future premiums. The policy owner must advise us of any change to country of residence during the term of the policy prior to such change becoming effective. In these circumstances, and subject to the policy owner's consent, we may provide contact details to another company within the Zurich Insurance Group in order to check whether there is an alternative product suited to the new situation and country of residence.

Any assignment of the policy to a person resident in a different country from the policy owner may be subject to the above provisions.

The Isle of Man

The Isle of Man offers distinct benefits as a base for your investment and protection policies, which include:

Financial and political stability – the Isle of Man has one of the longest standing continuous parliaments in the world, and the island has enjoyed the stability of its own government for more than 1,000 years.

Robust insurance and policy owner protection legislation – the island is a world renowned thriving financial centre with stringent legislation, which includes:

- The Isle of Man Insurance Act 2008 ensures that senior management and controlling parties of insurance businesses are fit and proper, and that the companies are financially sound.
- The Isle of Man's Life Assurance (Compensation of Policyholders) Regulations 1991 ensure that, in the event of an Isle of Man authorised life assurance company being unable to meet its liabilities to its policy owners, the Policyholders' Compensation Fund would pay policy owners a sum up to 90% of the amount of any liability of the insurer under the contract. The Island's scheme operates globally, providing protection to policy owners no matter where they reside and would be funded by a levy on the funds of the other Isle of Man authorised life assurance companies.

Taxation

There are no deductions made in respect of any tax in the Isle of Man from investments held on behalf of our investors, or from any policy proceeds in the event of a valid policy claim.

You should note that the tax treatment of any benefits taken from this policy will depend on the personal circumstances of the claimant at the time of the claim, including their country of residence.

If your policy is held by a trust or company then different taxation rules may apply. Please consult your relevant financial professional if you are in any doubt as to the extent to which you may be liable to tax under this policy.

The information contained in this document is based on our understanding of relevant legislation, regulation and taxation issues as at April 2015 and may change in the future.

Zurich International Life is unable to provide individual tax guidance and recommends that you always seek professional tax advice.

How to complain

If you have any issues with your policy, please contact us in the first instance, using the address or the contact numbers in the how to contact us section on page 24. Details of our complaint handling process are available on our website www.zurichinternational.com.

If you are not satisfied with our response, you may also have the right to complain to the local regulator:

In the case of Bahrain, please be aware that there is a time limit to contact the Central Bank of Bahrain of 30 days from receipt of our response.

Bahrain regulator:

The Compliance Directorate
The Central Bank of Bahrain
P.O. Box 27
Manama
Bahrain

Telephone: +973 17 547 777
Email: compliance@cbb.gov.bh
Website: www.cbb.gov.bh

Qatar regulator:

Qatar Financial Centre Regulatory Authority (QFCRA),
The Customer Dispute Resolution Scheme,
P.O. Box 22989,
Doha
Qatar

Telephone: +974 495 6888
Email: compliance@cdrs.org.qa
Website: www.qfcra.com

You also have the option to complain to the Isle of Man dispute resolution service, the Isle of Man Financial Services Ombudsman Scheme (the FSOS), to formally review your case.

The FSOS contact details are:

The Financial Service Ombudsman Scheme
Isle of Man Office of Fair Trading
Thie Slieau Whallian
Foxdale Road
St John's
Isle of Man
IM4 3AS
British Isles.

Telephone: +44 1624 686500 Email: ombudsman@iomoft.gov.im
Website: www.gov.im/oft

Complaining to the Ombudsman will not affect your legal rights. You should note that companies and trusts are not eligible to refer a complaint to the Ombudsman.

Compensation

- Your relevant financial professional will recommend products that are suitable for you.
- You may have a right to compensation if an authority decides that a recommendation was unsuitable when it was made.
- The Isle of Man Life Assurance (Compensation of Policyholders) Regulations 1991 cover your policy. This means that if we become insolvent, you will be protected for up to 90% of our liability to you.

How to contact us

Your relevant financial professional will normally be your first point of contact. If you wish to contact us, you can phone us, send a fax, email or write to us:

Bahrain



Phone: +973 1756 3321
Sunday to Thursday between 9am and 5pm.



Fax: +973 1756 4291



Email: helppoint.bh@zurich.com



Write to:

Zurich International Life,
Zurich HelpPoint
P.O. Box 10032,
19th Floor,
Almoayyed Tower,
Seef District,
Kingdom of Bahrain.

Qatar



Phone: +974 4496 7555
Sunday to Thursday between 9am and 5pm.



Email: helppoint.qa@zurich.com



Write to:

Zurich International Life,
Zurich HelpPoint
P.O. Box 26777,
404 Fourth Floor,
Qatar Financial Centre Tower,
West Bay,
Doha,
Qatar.

Important information

Zurich International Life is a business name of Zurich International Life Limited.

Zurich International Life Limited is fully authorised under the Isle of Man Insurance Act 2008 and is regulated by the Isle of Man Financial Services Authority which ensures that the Company has sound and professional management and provision has been made to protect policy owners.

For life assurance companies authorised in the Isle of Man, the Isle of Man's Life Assurance (Compensation of Policyholders) Regulations 1991, ensure that in the event of a life assurance company being unable to meet its liabilities to its policy owners, up to 90% of the liability to the protected policy owner will be met.

Not for sale to residents or nationals of the United States including any United States federally controlled territory. This document is not intended as an offer to invest.

Zurich International Life Limited is registered in Bahrain under Commercial Registration No. 17444 and is Licensed as an Overseas Insurance Firm – Life Insurance by the Central Bank of Bahrain.

Zurich International Life Limited is authorised by the Qatar Financial Centre Regulatory Authority.

Zurich International Life Limited provides life assurance, investment and protection products and is authorised by the Isle of Man Financial Services Authority.

Registered in the Isle of Man number 20126C.

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